

## KEY SUMMARY DOCUMENT

Thank you for applying for an HSBC Lifestyle Loan/s and placing your confidence in us. To ensure a clear and transparent process we have set out below the key terms and conditions associated with Personal Loan/s. We appreciate if you could take a moment to go through the same.

Currently HSBC Lifestyle Loan/s are offered only for existing HSBC customers.

<b>Eligibility Requirements for HSBC Lifestyle loans</b>	<b>Documents required.</b>
You must be between 18 and 55 years of age, additionally	Proof identity (NIC)
You must be a Sri Lankan citizen residing in Sri Lanka	Proof of income (such as 3 most recent pay slips)
For existing HSBC customers: earning a net remuneration of LKR 100,000/- (with a minimum basic salary of LKR 50,000/-) excluding vehicle allowance.	Bank statements (latest 3 bank statements where salary is credited)
Be confirmed (on probation is not accepted) in employment	Completed application form
	Marriage certificate (For joint applicants only)
	Any other supporting documentation (please check the loan application form for a complete list of all documentation required)

- The approval of the Loan is at the sole discretion of the Hong Kong and Shanghai Banking Corporation Limited, Sri Lanka branch (“HSBC/ Bank”).
- Your Loan application once received by the HSBC will usually take a minimum of one (1) bank working day to proceed if all required documentation is in order.
- HSBC reserves the right to destroy the Loan application along with all documents enclosed, in the event of the Loan application being rejected by HSBC.
- The decision of the Bank in all matters including but not limited to approval of loan etc is final and conclusive.
- Should your Loan application be approved, Bank will proceed with the crediting once the standing instruction is in place to recover the monthly loan installment.
- You may choose from either floating (variable), or a fixed interest rate for the entire loan tenor. Floating interest rates are subject to change from time to time and according to market interest rate as determined by the Bank. Fixed interest rates are fixed for the entire tenor of the loan (maximum of 5 years).
- You have the option of selecting of repaying the loan based on a reducing balance or and equal installment basis.
- Should your due date fall on a holiday, the payment will be due on the next bank working day.
- Late payment will be charged if full loan repayment is not made on the due date or if part payment is made before, on or after due date or full payment is made after the due date.
- As required by law or regulation, we will share your credit data with the Credit Information Bureau of Sri Lanka and/or other regulatory bodies as deemed necessary by the Bank.
- All personal loan customers are bound by the loans Terms and Conditions which will be shared with you along with the Loan application.
- Please be advised that this document is for your convenience and does not replace and/or supersede the HSBC Lifestyle Loan terms and conditions set out in the Lifestyle Loan/s application . In the event of any

discrepancy of the terms and conditions set out herein and, in the Loan Terms and Conditions, the terms and conditions set out in the Loan's application shall prevail. In the event of any discrepancy in the fees set out herein and in HSBC's tariff booklet, the fees set out in HSBC's tariff booklet shall prevail.

- For further details on your personal loan, refer our terms and Conditions and tariff booklet upload in our website.

Minimum / Maximum loan amount	Rs.500,000/- and Rs.7,500,000/-						
Flexible loan terms	From 6 months to 60 months						
Fees	<p><b>Processing Fee</b></p> <table border="1"> <thead> <tr> <th>Personal Loan Amount</th> <th>Processing Fee</th> </tr> </thead> <tbody> <tr> <td>Rs. 1 Million and below</td> <td>Rs. 4,500/-</td> </tr> <tr> <td>Over Rs. 1 Million</td> <td>Rs. 7,000/-</td> </tr> </tbody> </table> <p><b>Early / Partial settlement of Personal loans (Floating rate)</b> 3% of the amount pre-paid subject to a minimum fee of LKR 10,000 (whichever is higher)</p> <p><b>Early / Partial settlement of Personal loans (Fixed rate)</b> 4% of the outstanding value for full settlement or 4% of the partial amount settled.</p> <p><b>Late payment fee</b> 2% above the normal interest rate on the installment amount.</p> <p>Note - charges will apply in line with the tariff (<a href="https://www.hsbc.lk/tariffs/">https://www.hsbc.lk/tariffs/</a>)</p>	Personal Loan Amount	Processing Fee	Rs. 1 Million and below	Rs. 4,500/-	Over Rs. 1 Million	Rs. 7,000/-
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Rs. 1 Million and below	Rs. 4,500/-						
Over Rs. 1 Million	Rs. 7,000/-						

**If you would like to give us your feedback or complaints, please contact us.**

In the event you are not entirely satisfied in the manner in which you have been served, or if our products do not meet your expectations, please contact us at your earliest using of the following options;

- Contact the customer solution hotline on + 94 114 511 566
- Email your concerns to [customersolutions@hsbc.com.lk](mailto:customersolutions@hsbc.com.lk)
- Write to us :  
The Manager Customer Service,  
Retail Distribution and Wealth Management,  
No 24, Sir Barron Jayathilaka Mawatha, Colombo 01

While we prefer to always resolve any concerns raised with us to your complete satisfaction, you can also write to the Office of the Financial Ombudsman and request. Contact details of the Ombudsman are;

The Office of the Financial Ombudsman – Sri Lanka

- Address : 143 A, Vajira Road, Colombo 05
- Tel : + 94 112 595 625
- Fax : + 94 112 595 624
- Email : [info@financialombudsman.lk](mailto:info@financialombudsman.lk)
- Web : [www.financialombudsman.lk](http://www.financialombudsman.lk)