

# KEY FACTS DOCUMENT

## PAWNING



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|---|---|
| <b>Main Product Features</b>                              | Collateral Based Loan with a 0 risk.<br>Short-term financing  |
| <b>Interest Rate</b>                                      | 12% - 12.5% p.a.  |
| <b>Eligibility</b>  | Any Sri Lankan resident above 18 years of age   |
| <b>Documents Required</b>                                 | NIC   |
| <b>How to Apply</b>                                       | Visit the closest branch with the article   |
| <b>Terms and Conditions</b>                               | Product information and terms and conditions are subject to change from time to time. Therefore, it is advisable to contact the branch nearest to you for the latest information and prevailing terms and conditions visit the Bank's corporate Website - <a href="https://www.dfcc.lk/">https://www.dfcc.lk/</a> |
| <b>Clarifications and Inquiry on Account Transactions</b> | <b>Contact Methods:</b> 24/7 hotline at 0112 350000<br><b>Email:</b> care@dfccbank.com<br>In-Branch assistance at any DFCC location<br><b>Response Time:</b> Within 24 hours  |

**Complaint  
Handling  
Procedure**

Your complaint will be acknowledged within 01 working day and processed within 02 working days, though some issues may take longer. If you don't receive a satisfactory response within a reasonable time, please contact us.

Email: [care@dfccbank.com](mailto:care@dfccbank.com)

Contacting our Call Centre: 0112 350 000

**Financial Ombudsman**

The Financial Ombudsman

No. 01, Bethesda Place, Milagiriya, Colombo 05

Tel: (011) 2 595624

Email: [fosril@sltnet.lk](mailto:fosril@sltnet.lk)

Website: [www.financialombudsman.lk](http://www.financialombudsman.lk)

The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka

<https://www.cbsl.gov.lk/en/fcrd>