

# KEY FACT DOCUMENT

## RE-LENDING LOANS

Nature of the Product	Key Features	Interest Rates & Other Charges	Procedures to be followed to obtain the facility	Main Terms & Conditions
Providing financial support to SANASA societies, SANASA unions, MPCS, and other cooperative societies for relending to their members.	<ul style="list-style-type: none"> <li>Maximum Loan limit – Depends on the total assets of the society.</li> <li>Tenure – Up to 05 years</li> </ul> <p><b>Required Documents for Co-operative Loans:</b> Please refer to: <a href="https://www.sdb.lk/images/pdf/required-documents-for-cooperative-loans.pdf">https://www.sdb.lk/images/pdf/required-documents-for-cooperative-loans.pdf</a></p>	<p><b>Interest Rate / Penalties / Charges &amp; Fees</b></p> <p>For more information, you can contact our Call Centre at 011 5 411 411 or visit our bank's website at <a href="https://www.sdb.lk">https://www.sdb.lk</a></p>	Visit or contact your nearest SDB branch.	For Terms and conditions please refer to: <a href="https://www.sdb.lk/images/pdf/co-operative-loans-main-terms-conditions.pdf">https://www.sdb.lk/images/pdf/co-operative-loans-main-terms-conditions.pdf</a>

### Complaint Handling Procedure

Customers can provide their feedback and submit any complaints through the following options.

- You can contact SDB Bank's call center at 011 5 411 411, the Head Office Customer Complaint Handling Unit at 011 2 832 571 or via email at [customercare@sdb.lk](mailto:customercare@sdb.lk) or reach the Central Complaints Handling Officer at [headfcp@SDB.lk](mailto:headfcp@SDB.lk) . For more information on the customer complaint handling process, please visit our bank’s website at <https://www.sdb.lk>.
- **Please Post your complaints to:**  
In-charge, Customer Complaint Handling Unit,  
SDB Bank Head Office, No. 12, Edmonton Road, Kirulapone, Colombo 06.
- For any concerns or inquiries about our products or services, you can contact any of our branches (nearest to you) or reach out to our Call Center. To find the nearest branch, please call the Call Center at 011 5 411 411 or visit our bank's website at <https://www.sdb.lk>.



#whereyouarevalued