

KEY FACT DOCUMENT

SONDURU SEWANA HOUSING LOAN

Nature of the Product	Key Features	Interest Rates & Other Charges	Procedures to be followed to obtain the facility	Main Terms & Conditions
<p>SDB Sonduru Sewana Housing Loan is tailored for Sri Lankan citizens with a stable monthly income, helping them realize the dream of owning a home. The loan can be used for various purposes such as building or buying a residential house, purchasing land to construct a home, completing a partially built house, or making extensions, renovations, or repairs to an existing residence.</p>	<ul style="list-style-type: none"> Maximum loan repayment period up to 15 Years. Quick approval process Low interest rates. Easy access through our Island wide branch network. Must be a Sri Lankan citizen aged 18 years or above. The borrower must reside in Sri Lanka. Must not have defaulted on any credit facilities with SDB or any other financial institutions. Eligible applicants include professionals with verifiable income, permanent employees of the government, statutory bodies, and private sector, business owners, self-employed individuals, Sri Lankan expatriates, individuals earning from agriculture, and those receiving rental income. In the case of a joint housing loan, co-borrowers must be close relatives or directly involved in the development or purchase of the property. 	<p>Interest Rate / Penalties / Charges & Fees:</p> <p>For more information, you can contact our Call Centre at 011 5 411 411 or visit our bank's website at https://www.sdb.lk/en/rates</p>	<p>Visit or contact your nearest SDB branch.</p>	<ul style="list-style-type: none"> The maximum loan amount is based on the borrower's repayment capacity and the forced sale value (FSV) of the property, as assessed by the bank. A primary mortgage will be done on the property for which the loan is granted, or on a property owned by the applicant. Fire insurance and title insurance (if applicable) must be assigned to SDB Bank as the beneficiary. The borrower's age, the duration of their career, and the source of their income are taken into account when determining the loan tenure. For foreign employees or loans based on foreign income, the maximum tenure will be 5 years, provided a close family member is included as a co-borrower.

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	<ul style="list-style-type: none">• A maximum of 70% of the property's market value will be taken into consideration.• For house construction purposes, the BOQ (Bill of Quantities) estimation will be taken into account.• The property owned by the applicant will be mortgaged as collateral for the loan. (Conditions apply; for details, visit the nearest SDB Bank branch)			
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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 or reach the Central Complaints Handling Officer at 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>



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