KEY FACT DOCUMENT

PMF FINANCE PLC

This document consists of the features of products which are to be offered to the customers of PMF Finance PLC. The company reserves the right to amend, delete or add any of the stated terms, conditions and related fees and charges at any time. This Key-Facts Document is given for customer information as required under the Financial Consumer Protection Regulation issued by Central Bank of Sri Lanka.

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WAKALA INVESTMENT

1. Nature of the product

- PMF Finance PLC offers A **Wakalah investment** (specifically *Wakalah bil Istithmar*) is a Shariah-compliant **agency-based investment contract** where an investor appoints an agent to manage and invest their capital in return for a fee. Unlike conventional fixed deposits that pay guaranteed interest (*Riba*), it is an ethical service contract designed to target an expected profit rate through real economic activities

The product operates under a strict principal-agent relationship governed by Shariah law:

- **The Muwakkil (Principal):** The investor who provides the capital and specifies the targeted investment return.
- **The Wakil (Agent):** The financial institution or bank appointed to manage, deploy, and monitor the funds using its expertise

Key Features include:

- **Agency Model**: Investors appoint PMF Finance PLC as their agent (*Wakeel*) to manage and invest funds in Shari'ah-compliant ventures.
- **Flexible Tenure**: Investment periods range from 1 month up to 60 months.
- **Guarantees letters**: Investors can obtain letters of guarantee based on their profit payout structure:
    - Up to **90%** of the investment value for profits paid on maturity.
    - Up to **80%** of the investment value for profits paid monthly.
- **Secured Financing**: Loan facilities are strictly limited to asset-backed loans against the Wakala Investments.

2. Financial strength and Other Benefits

- Subsidiary of Sterling Capital Investment (Pvt) Ltd
- Finance company licensed by the Monetary Board of the Central Bank of Sri Lanka under the Finance Business Act No.42 of 2011.
- Listed in the Colombo Stock Exchange.
- 43 years of experience in Financial Services
- Attractive profits rates
- Personalized service through trained staff.
- Optimum security.

3. Minimum balance requirement, Account Opening fee, Account maintenance fee, Account closure fee

Initial Investment is LKR 5,000/-. Please note that this amount may be changed from time to time at the sole discretion of the company.

4. Availability of Deposit Insurance Scheme

Eligible deposit liabilities are insured with the Sri Lanka Deposits Insurance Scheme implemented by the monetary board of CBSL, for compensation up to a maximum value of Rs 1,100,000/= per depositor.

5. Procedures to be followed

- Duly completed and signed Wakala Mandate.
- Duly completed and signed KYC (Know Your Customer) form
- Certified true copy of the National Identity Card (NIC)/ Valid Passport/ Valid Driving License
- Utility bills/ Current or savings account statements/ tenancy agreement/ letter from a public authority if the customer is not residing at the address in the NIC/ Passport.

6. Terms and conditions

- Wakala Investment cannot be withdrawn before the expiration period stated in the certificate except at the discretion of the management.
- In the case of a premature withdrawal, the profit rate shall be adjusted, and the adjusted profit will be calculated and paid only for the period the investment remained with the company.
- Unless we receive instructions for withdrawal before the maturity date, the investor will be automatically renewed for a similar period at prevailing rates. The renewal notice confirming the new profit rate and amount renewed will be notified within a period of two weeks.
- The investors/s shall be required to surrender the original deposit certificate duly endorsed by the Investor/s on the reverse to obtain payment of the principal sum plus accrued profit and shall be required to inform the company prior to seven days of maturity.
- In the case of joint investment, unless specific instructions is made to the contrary, repayment of the capital and or the profit to either party, shall constitute a full, final and complete discharge of the responsibilities of the

company and the receipt for the payment made by the company shall be valid, good and sufficient proof as against either of the joint Investors.

- The company reserves the right to repay investment without notice, but profit at the rate set out in the certificate will be paid to the Investor for the period the Investment remains with the company.
- Where a nomination has been made on a joint Investment such nominations shall be null and void if either of the Investors survives at maturity.
- On the death of a joint holder the company liability will be discharged by payment to the surviving holder/s.
- On the death of a sole holder the company's liability will be discharged by payment to the nominee/s.
- Any loss or destruction of the Investment certificate should be immediately notified by the company, supported by an affidavit and indemnity.
- rates applicable for investment products are displayed at all our branches and available on our web site

7. Unauthorized or mistaken transactions

Please refer end of this document for complaint handling procedure of the company.

Customer Compliant Handling Procedure

We are committed to always delivering our services to your satisfaction. Your feedback will help us learn how well we meet your expectations and improve where necessary.

How to share your feedback/Complaints:

Customer Complaint Handling Procedure

The following methods are for customers to lodge their complaints through:

- In person: Designated officer at the Branch (Compliant box is placed at the Branch premises)
- Phone: Customers can reach us on our Hotline 0117 666 333 or 0743830953 to speak directly with our complaint handling representatives.
- Email: Customers can email their complaints to info@pmf.lk for prompt attention and resolution.
- Website: Customers can submit complaints through the **"Online Inquiry Form"** section available on our website. (https://pmf.lk/en/contact-us/)
- By post:
  Head of Compliance
  PMF Finance PLC
  No.361, 361/1, R A De Mel Mawatha, Colombo 03

In the event a satisfactory solution is not provided by the company, customer can escalate his/her complain to the office of the Financial Ombudsman of Sri Lanka or Financial Consumer Relations Department of Central Bank of Sri Lanka.

Contact Details of the Financial Ombudsman

Ms. Sandhyani Wijesinghe
Financial Ombudsman
No. 1, Bethesda Place, Milagiriya,
Colombo 05.
Telephone: +94112595624
Telefax: +94112595625
Email: fosril@sltnet.lk
Web: www.financialombudsman.lk

Contact Details of the Financial Consumer Relations Department

Financial Consumer Relations Department
Central Bank of Sri Lanka
No. 30, Janadhipathi Mawatha,
Colombo 01
Telephone: +94112477966
Fax: +94112477444
Hotline for inquiries: 1935
Email: fcrd@cbsl.lk
Web: www.cbsl.gov.lk/en/fcrd