Lankan Alliance Finance Limited Citizen's Charter

(Date of Last Update: 16 March, 2023)

With a strong vision for the future and an experienced management team at the helm, Lankan Alliance Finance aspires to provide user-friendly digital financial services to its client and introduce Finance is People's Leasing Company (PLC), a subsidiary of Peoples' Bank, Sri Lanka's largest state-owned bank. The local sponsors include large corporates and individuals with an impeccable Lankan Alliance Finance Limited is a Joint Venture Financial Institution with multinational collaboration in Bangladesh, licensed by Bangladesh Bank. The majority stakeholder of Lankan Alliance innovative technologies for safe and easy money management. record and proven goodwill. Local sponsors include representatives from companies such as Summit Holdings Limited, Green Delta Insurance Company Limited, and Concept Knitting Limited

Code of Conduct

Lankan alliance employees shall, always, strive to uphold the vision, mission, and core values of the organization in accordance with the approved code of conduct:

- Act with integrity, proficiency, dignity and in an ethical manner when dealing with customers, suppliers, competitors, agencies, colleagues and public.
- Act and motivate others to act in a professional and ethical manner to reflect a positive brand image on employees, and the company at large.
- Strive to maintain and improve the competency of the business in all aspects.
- Work out self-governing professional judgment in a judicious manner.
- Maintain knowledge and comply with all applicable laws, rules and regulations of any government, governmental agency, and regulatory organization, licensing agency or other professional associations governing employee activities.
- Service delivery with highest degree of professionalism in accordance with Lankan Alliance policies and relevant operational and professional standards
- Support and help others to perform their professional responsibilities.
- Restrain not to get involved in any affairs which may create conflict between personal interest of the employee and interest of Lankan Alliance Finance Limited.
- Maintain strict confidentiality of information entrusted to employees by Lankan Alliance and its customers, stakeholders etc.

		Principal Branch	Head Office
Days	Time Schedu	House 138, Old 81, Road 4, Block-E, Concord Niharika, Kamal	Laila Tower (Level-10),8 So
Office Time	Time Schedule of Services	, Block-E, Concord Niharika, K	Laila Tower (Level-10),8 South Gulshan Avenue Gulsan 1, Dh
	ı	amal Ataturk Avenue, Banani, Dhaka	., Dhaka 1212, Bangladesh

Sunday to Thursday	Days
10:00 AM to 5:00 PM	Office Time

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1. Vision and Mission:

Vision: To be the most innovative, dependable & customer-friendly Financial Institution in the country.

- Maximize values for all stakeholders through uniqueness, dexterity and sustainable business practices.
- Ensuring superior and solution-driven financing for our customers.
- Inculcate a culture of meritocracy in the ethos/philosophy of the company.
- Establish a principled and compliant organization which adheres to the best corporate governance practices.

2. Promised Services:

2.1 Citizen Services

		unt	Loan Account			
of Deposit Mobilization		of Charges		By Email		
Branch Manager/ Head	Same day (Conditions Apply)	According to Schedule	Request Letter	In Person/	Account Statement	5
of Deposit Mobilization	The second of th	of Charges		By Email	certificate	
Branch Manager/ Head	Same day (Conditions Apply)	According to Schedule	Request Letter	In Person/	Balance Confirmation	4
of Deposit Mobilization		of Charges		By Email		
Branch Manager/ Head	Same day (Conditions Apply)	According to Schedule	Request Letter	In Person/	Tax Certificate	ω
of Deposit Mobilization		of Charges				
Branch Manager/ Head	Same day (Conditions Apply)	According to Schedule	Same	in Person	Term Deposit Scheme	2
Deposit Mobilization		of Charges				
Branch Manager/Head of	Same day (Conditions Apply)	According to Schedule	As per Deposit Manual Policy	In Person	Savings Scheme	1
1		count	Deposit Acco			
(7)	(6)	(5)	(4)	(3)	(2)	(1)
Responsible Officer (Name, Title, Phone Number & Email)	Required Time to Provide the Services	Service Pricing and Payment Method	Required Documents	Service Delivery Method	Service Name	si.

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Auto Loan	Home Loan	SME Loan	Corporate Loan
In Person	In Person	In Person	In Person
Same	Same	Same	 Loan application form Required documents for approving loan as per LAFL credit policy
According to Schedule of Charges	According to Schedule of Charges	According to Schedule of Charges	According to Schedule of Charges
7 days after sanction and fulfillment of all the required documentation formalities (Conditions Apply)	30 days after sanction and fulfillment of all the required documentation formalities (Conditions Apply)	7 days after sanction and fulfillment of all the required documentation formalities (Conditions Apply)	15 days after sanction and fulfillment of all the required documentation formalities (Conditions Apply)
Head of Retail Loan	Head of Retail Loan	Head of SME	Head of Corporate Finance

2.2 Institutional Services

		Method		Method	FIONIAE THE SELVICES	Phone Number & Fmail)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1 S	Submitting regulatory reports as per	As per requirement	As per instructions of	Not applicable	At the specified time by	Concerned
	requirements		central bank, NBR and		the concerned	Departments

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2.3 Internal Services

Departments				•	1	
Head of Respective	As per LAFL's policy	Not Applicable	As per LAFL's policy	As per LAFL's policy	General and Support Services As per LAFL's policy As per LAFL's policy	-
(7)	(6)	(5)	(4)	(3)	(2)	(1)
& Email)						
(Name, Title, Phone Number	Provide the Services	Payment Method	,	Method		
Responsible Officer	Required Time to	Service Pricing and	Required Documents	Service Delivery	Service Name	<u>SI</u> .

3. To be done by the service aspirants:

4 Please rei	3 Please fol	2 Please pa	1 Please sul	SI.
Please remain present well ahead of the scheduled meeting and get the services in time.	Please follow the mobile message or email instructions after submitting your request.	Please pay the required fees for the services, as applicable.	Please submit a complete application along with the necessary documents for getting the required services.	Actions to be taken in order to obtain the promised/desired service

4. What to do if you do not receive the promised service/Complaint Management:

SI.	When to Communicate	Who to Communicate	Time Limit for Settlement	Email Address for Communication
ы	If the responsible officer fails to provide the solution Head of ICC	Head of ICC	30 Working days	complaint@lankanalliance.com

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