

Lankan Alliance Finance Limited Citizen's Charter

(Date of Last Update: 16 March, 2023)

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 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 record and proven goodwill. Local sponsors include representatives from companies such as Summit Holdings Limited, Green Delta Insurance Company Limited, and Concept Knitting Limited. 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 innovative technologies for safe and easy money management.

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.

Address

Head Office	Laila Tower (Level-10), 8 South Gulshan Avenue Gulsan 1, Dhaka 1212, Bangladesh
Principal Branch	House 138, Old 81, Road 4, Block-E, Concord Niharika, Kamal Ataturk Avenue, Banani, Dhaka

Time Schedule of Services

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

1. Vision and Mission:

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

Mission:

- 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

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

B.S. *[Signature]* *[Signature]* *[Signature]*

1	Corporate Loan	In Person	1. Loan application form 2. Required documents for approving loan as per LAFL credit policy	According to Schedule of Charges	15 days after sanction and fulfillment of all the required documentation formalities (Conditions Apply)	Head of Corporate Finance
2	SME Loan	In Person	Same	According to Schedule of Charges	7 days after sanction and fulfillment of all the required documentation formalities (Conditions Apply)	Head of SME
3	Home Loan	In Person	Same	According to Schedule of Charges	30 days after sanction and fulfillment of all the required documentation formalities (Conditions Apply)	Head of Retail Loan
4	Auto Loan	In Person	Same	According to Schedule of Charges	7 days after sanction and fulfillment of all the required documentation formalities (Conditions Apply)	Head of Retail Loan

2.2 Institutional Services

Sl.	Service Name	Service Delivery Method	Required Documents	Service Pricing and Payment Method	Required Time to Provide the Services	Responsible Officer (Name, Title, Phone Number & Email)
(1)	(2)	(3)	(4)	(5)	(6)	(7)
1	Submitting regulatory reports as per requirements	As per requirement	As per instructions of central bank, NBR and other institutions	Not applicable	At the specified time by the concerned authorities	Concerned Departments



B.S.
 SR R SR
 Ahmad P h SR

