

KEY FACT DOCUMENT

EMERGENCY CASH



Eligibility	Sri Lankan citizens aged 18 years and above
Product Description	Emergency Cash is an alternative financing solution where customers can pledge their Gold Safe Keeping Certificate to fulfill emergency financial needs.
Features	• No bank charges for funding • No guarantors or income criteria • Up to 12 months credit period • Repayment at maturity • Available in all branches
Documents Required	• Gold Safe Keeping Certificate • National Identity Card • Completed application form • Visit the nearest branch or download through the corporate website: https://www.amanabank.lk/application-downloads.html • For further details on “Gold Value and Emergency Cash Facility” visit our Emergency Cash Facility website: Emergency Cash - Amāna Bank PLC Sri Lanka
Fees and Charges	Current fee and charges will be available in our corporate website: https://www.amanabank.lk/tariff-services.html
Terms and Conditions	Product information and terms and conditions are subject to change from time to time. Therefore, it is advisable to contact the branch nearest to you for the latest information and prevailing terms and conditions or visit our corporate website: https://www.amanabank.lk/pdf/application-downloads/general-business-conditions.pdf

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Feedback and Complaints	You can get in touch with our Customer Solutions Centre 24x7 to share your feedback and address your grievances, for which our team would ensure desired attention to help resolve your concerns. Customer Solution Centre Number :+94 11 7 756 756 Email : info@amana.lk feedback@amana.lk Submit your inquiry on our website www.amanabank.lk However, if your expectations have not been met with, you can write or e-mail to: The Manager - Service Quality Assurance Amana Bank, No. 353, Galle Road, Colombo 03 or e-mail servicequality@amana.lk
	If your expectations haven't still been met with, the services of an independent Financial Ombudsman are made available for you. You may contact the office of the Financial Ombudsman as follows. Financial Ombudsman, No.1, Bethesda Place, Milagiriya, Colombo 04. Telephone: + 94 11 2595624 Fax: +94 11 2595625