

KEY FACT DOCUMENT

GOLD SAFE KEEPING FACILITY



Eligibility	Sri Lankan citizens aged 18 years and above
Product Description	Gold Safe Keeping is a unique people-friendly banking product which will support you in your emergencies for your gold jewellery. When a customer brings the jewellery, all the articles will be tested for purity and weight. Thereafter, the Bank will issue a 'Gold Safekeeping Certificate' where the description, quality, and quantity of the articles will be mentioned along with the market value and the amount of the safekeeping fee. The custodial fee is charged for a 12-month period after which the articles may be redeemed or renewed for a further 12-month period at the new valuation. The jewellery may also be redeemed before the end of 12 months, in which case the custodial fee will be calculated for the period it was in custody. The certificate can also be pledged to obtain Emergency Cash.
Product Features	• No deposits required • Competitive custodial fees • Safekeeping period up to 1 year • Free Takaful cover for safekept gold • Eligible to obtain an emergency cash facility by pledging your Gold Safekeeping Certificate under Amana Bank
Documents Required	• National Identity Card / Passport / Driving License • Gold items to be valued • Completed safekeeping application form • Visit the nearest branch or download through the corporate website: https://www.amanabank.lk/application-downloads.html
Fees and Charges	Current fee and charges will be available in our corporate website: https://www.amanabank.lk/tariff-services.html and for Gold Safe Keeping Facility charges visit our GSK website : Gold Safekeeping Facility - Banking Service Offered by Amāna Bank
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