

Key Facts Statement (KFS)

Long Term Loans









Key Facts Statement (KFS) - Long Term Loans

This KFS provides you the key features and indicative information about fees and charges of this Product.

The Bank's Facility Offer Letter and all other related documents executed by you contain the final terms of this Product.

Long Term Loan (TL) is a discretionary lending product, offered for a specific purpose, with terms and conditions agreed with the bank.

Product details

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 - **Eligibility:**
Entities licensed to operate in Sultanate of Oman
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 - **Currency:**
Omani Rials
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 - **Repayment:**
 - Equated or non-equated installments based on an agreed payment plan consisting of interest and Principle.
 - Repayment can be monthly, quarterly, semi-annually, or annually. This is as per the agreement with the customer.
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 - **Rate:**
As per offer letter
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 - **Collateral:**
Unsecured or secured
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 - **Maximum tenor(s):**
As agreed in Facility offer letter, maximum 10 years.
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 - **Type of term loan(s):**
 - Commercial term loan
 - Capex financing
 - Working Capital loans
 - Real estate loan
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 - **Security:**
Unsecured or secured
- As per the separate Facility Agreement signed with bank detailing all Terms and Conditions, For Real Estate Loans; Secured basis against Registered mortgage over property and acceptable cash flows with DSCR (Debt Service Coverage Ratio) of minimum 1.35x (or as per offer letter whichever is higher) over the principle and Interest commitment. This facility is based on bank's real estate lending criteria.

Fees and charges

- Processing fees: As per the Facility Offer Letter
- Late Payment Fee: As per the Facility Offer Letter
- Partial & Early Settlement: As per the Facility Offer Letter
- All charges, commissions and fees are inclusive of Value Added Tax (VAT) and/or other similar tax.

Additional Information

- The Bank, without referring to the customer, may debit the customer's accounts with any charges, expenses, or commission payable against the banking services rendered in accordance with the approved and announced banking charges and commissions.
- The Bank may from time to time, and at its sole discretion make changes to the Terms and Conditions pertained to this Product. Without prejudice to the [on-demand/uncommitted] nature of this product, where required by applicable law such changes will be communicated to you with a 60-day prior notice and/or as mutually agreed in the Offer Letter signed by you.
- TLs should be settled as per the repayment schedule pre agreed with cash flow assigned to Bank on the due date of the installment & interest.
- The approved limit will be subject to Bank's internal approvals based on the study of case-to-case basis as the above products is only available under discretionary lending with separate Facility Agreement to be signed with bank detailing all Terms and Conditions prior availing the facility.
- The Terms and Conditions (including any relevant applications and documents) shall be read and implemented in line with this KFS.
- You can contact the Bank for any enquiries, assistance or complaints at any of its branches or by visiting its website.
- You are required to provide the Bank with necessary information/ documents 2 months ahead of your facility renewal date in order to ensure timely renewal of facility on an annual basis. Limit renewal will be
- subject to bank's internal approval
- Bank has the right to amend its original Terms and Conditions during the tenor of the loan depending on fulfillment of facility covenants detailed in the separate facility agreement which will be accepted by the client.
- Facility covenants, T&Cs should be adhered to and timely submission of information throughout the facility tenor to avoid cancellation of facility, which may subsequently affect your credit score with regulatory authorities/ credit agencies, impacting your access to future financing
- If you do not meet the repayments/ payments of your finance, on time and in full, your bank account will go into arrears. This may affect your credit rating and may limit your ability to access financing in future.
- The customer may have to pay penalties which consider percentage of the outstanding principal amount for early settlement charges if he pays off his/her finance early.
- In case you fail to fulfil your obligations as per the Terms and Conditions pertained to this Product, before and during your relationship with the Bank, there will be consequences including but not limited to the exercise of the Bank's rights against the customer and any security/guarantee together with the payment of penalties (including late payment fees).



How to Raise Complaints

If you are not satisfied with our services, you can raise complaints via the following channels:

- Visit your nearest BankDhofar branch
- Contact our 24X7 Call Centre on **(+968) 24791111**.
- Email us on **Care@BankDhofar.com**
- Send us a direct message

<https://www.bankdhofar.com/contact/>

If you don't hear from us within 5 working days, you can escalate your complaint to Iman Al Amri - Customer Feedback - on **(+968) 22652010** during working hours (Sunday to Thursday 8:00 am - 2:00 pm).

I Acknowledge Receiving and Understanding this Key Fact Statement

Customer Name

ID/ Passport Number

Date

Signature