

Key Facts Statement (KFS)

This KFS provides you with the key features and indicative information about fees for this product. The bank is not bound by its content. The specific binding terms and conditions applicable to customers will be negotiated and documented in relevant agreements between the bank and the customer.

Term Loans

Term Loan (TL) is a discretionary lending product where the loan is to be paid over a specific period of time, offered for a specific purpose, with terms and conditions agreed with the bank.

The Bank's Facility Offer Letter contains the comprehensive terms of this product.

Product Description
Term loans can be granted to borrowers to finance capital expenditure requirements (e.g. purchasing fixed assets like land, buildings, plant and machinery, expansion, etc.), long-term investments (including acquisition funding) or working capital.
Eligibility: Entities licensed to operate in the Sultanate of Oman are subject to the bank's approval.
Currencies: Omani Rials (OMR) and any other currencies are subject to the bank's approval.
Repayment: Equated or non-equated instalments are based on an agreed-upon repayment plan consisting of interest and principal.
Maximum Tenure(s): Up to a maximum of 7 years. Exception to loan tenure is subject to the bank's approval. Repayment can be monthly, quarterly, semi-annually, or annually. This is per the customer's agreement.
Security: Subject to the terms of the FOL, which may include, but is not limited to: <ul style="list-style-type: none"> ○ Real estate collateral (such as vacant lands, residential houses, residential/commercial buildings, warehouses and agricultural lands). ○ Mortgage over vehicles or equipment, mortgage over company's assets (CR). ○ Lien over Fixed Deposit (in personal or company account with the bank). ○ PDCs (Post Dated Cheques). ○ Assignment of business cash flow/rental income. ○ Personal guarantees, corporate guarantees. ○ Undertaking letters (For example, routing 100% cash flow to the bank, no change in company shareholder without a No Objection Letter from the bank, etc). ○ Primary and secondary securities are required to be insured in the bank's favour. ○ The loan requires a minimum of 150% tangible security coverage supported by updated valuation reports. ○ Any other security acceptable to the bank. ○ The bank shall have absolute discretion in determining the coverage ratio and the type of security.

Fees and Charges

- Processing fees, late payment fees, partial & early settlement fees: as per the Facility Offer Letter.

Additional Information

- The term 'You' in this section refers to the customer/borrower. For the full comprehensive T&Cs, please refer to the Facility Offer Letter (FOL).
- The bank may, from time to time, and at its sole discretion, make changes to the Terms and Conditions pertaining 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 60 days' prior notice.
- Term Loans (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 the bank's internal approvals based on the study on a case-to-case basis, as the above products are only available under discretionary lending with a separate Facility Agreement to be signed with the bank detailing all Terms and Conditions before availing the facility.
- You can contact the bank for any enquiries, assistance or complaints at any of its branches or by visiting its website.
- You must provide necessary information/documents 60 days ahead of your facility renewal date to ensure timely renewal of the facility, and terms of the renewed facility are subject to the Bank's approval.
- The bank has the right to amend its original Terms and Conditions during the tenure of the loan depending on the fulfilment of facility covenants detailed in the separate facility agreement which will be shared with you for notification.
- Facility covenants and T&Cs should be adhered and timely submission of information throughout the facility tenure must be provided to avoid cancellation of limit, which may subsequently affect your credit score with regulatory authorities/credit agencies, impacting your access to existing and 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 limit your ability to access existing and future financing.

- You may have to pay penalties, which consider the percentage of the outstanding principal amount for early settlement charges if you pay off the finance early.
- If you fail to fulfil your obligations as per the Terms and Conditions pertaining 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 you and any security/guarantee together with the payment of penalties (including late payment fees).
- You are required to always provide the Bank with copies of your updated documents (including without limitation, Civil ID/Residence ID, Commercial Registration, Oman Chamber of Commerce and Industry membership, Passport, Visa, etc.); failure to provide these documents will result in immediate suspension of services/limits.

How to Raise a Complaint

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

- Visit your nearest Sohar International branch.
- Contact our Wholesale Banking Call Centre at **(+968) 2476176**. Working hours are Sunday to Thursday, 8:00 am – 3:00 pm.
- If you don’t hear from us within 5 working days, you can escalate your complaint to Nasr AL Asfoor – Head of SME & International Subsidiary Banking - at **(+968) 24730177** during working hours (Sunday to Thursday 8:00 am – 2:00 pm). Alternatively, you may email us at sme2@Soharinternational.com.

I acknowledge receiving and understanding this Key Fact Statement. I also understand and accept that it is not a binding offer from the Bank, and we do not have any right to enforce it. Instead, t’s a broad description of the product, and the exact terms and conditions applicable to any facility will be documented separately under the relevant Facility Offer Letter to be executed between us and the Bank.

Customer Name

ID/Passport number

Date

Signature