

KEY FACTS DOCUMENT

PFCA - PERSONAL FOREIGN CURRENCY ACCOUNT



Eligibility	<p>An individual including a minor who is a SL national</p> <p>An individual of SL origin including a minor who is a resident outside SL</p> <p>A non-national resident in SL including a minor</p> <p>A non-national either on temporary visit to SL or intending to visit SL</p> <p>An administrator or executor of the state of a deceased person who maintains a PFCA</p>
Key Features	<p>Maintained only in designated Foreign Currencies</p> <p>Can be Opened in types of Current (without overdrawing facility) / Savings / Term Deposit</p> <p>Account Ownership can be Sole or Jointly with another eligible person (Non-national on temporary visit to SL or intending to visit SL are not eligible open joint accounts)</p>
Benefits and Value-Added Services	<p>Interest is accrued daily on account balance and credited monthly</p> <p>Special interest rates for PFCA fixed deposits.</p> <p>Withdrawal in foreign currency notes up to USD 5,000 for travel purpose</p> <p>Exclusive benefits for DFCC Pinnacle & Prestige Clients</p> <p>Ability to make outward remittance as permitted in the Direction</p> <p>Inward Remittances</p> <p>Debit & Credit Card Facilities</p> <p>24*7 account access via online banking</p> <p>Withdrawals via Visa accredited ATMs worldwide</p>

Procedures to be followed to open the account	Visit the nearest DFCC branch
Documents Required	The required Documents will vary from its eligibility. Therefore, it is advisable to contact the branch nearest to you.
Fees and Charges	Standard Fees and charges specified in the tariff Please refer https://www.dfcc.lk/interest-rates/
Terms & Conditions	<p>Product information and terms and conditions are subject to change from time to time according to the CBSL Directions.</p> <p>Therefore, it is advisable to contact the branch nearest to you for the latest information and prevailing terms and conditions.</p> <p>For the prevailing CBS Direction please refer - Direction No 04 of 2021 dated 18th March 2021</p>
Clarifications and Inquiry on Account Transactions	<p>Contact Methods: 24/7 hotline at 0112 350000</p> <p>Email: care@dfccbank.com</p> <p>In-Branch assistance at any DFCC location</p> <p>Response Time: Within 24 hours</p>

**Complaint
Handling
Procedure**

Your complaint will be acknowledged within 01 working day and processed within 02 working days, though some issues may take longer. If you don't receive a satisfactory response within a reasonable time, please contact us.

Email: care@dfccbank.com

Contacting our Call Centre: 0112 350 000

Financial Ombudsman

The Financial Ombudsman

No 143 A, Vajira Road, Colombo 05.

Tel: (011) 2 595624

Email: fosril@sltnet.lk

Website: www.financialombudsman.lk

The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka

<https://www.cbsl.gov.lk/en/fcrd>