

KEY FACTS DOCUMENT

SAFE DEPOSIT LOCKERS



Eligibility	Individuals - single or joint Trusts Societies / Clubs / Associations Proprietary / Partnership concerns Companies
Benefits and Value-Added Services	24x7 Security Controlled access with dual authorization Multiple size options
Documents Required	Locker Agreement Application for the Safe Deposit Locker Letter of set-off
Fees and Charges	The value of the deposits and the locker rental based on the category is available in the 'Rates & Tariff' in the DFCC website www.dfcc.lk
Terms & Conditions	Will differ as per the rental period, locker size and other factors. Will be disclosed at the time of obtaining the facility.

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	<p>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.</p> <p>Email: care@dfccbank.com</p> <p>Contacting our Call Centre: 0112 350 000</p> <p>Financial Ombudsman</p> <p>The Financial Ombudsman</p> <p>No 143 A, Vajira Road, Colombo 05.</p> <p>Tel: (011) 2 595624</p> <p>Email: fosril@slt.net.lk</p> <p>Website: www.financialombudsman.lk</p>