

The Manager
DFCC Bank PLC

Branch

Date : **DDMMYY**

Transaction Type	:	<input type="checkbox"/> Telegraphic Transfer	<input type="checkbox"/> FCY Draft	<input type="checkbox"/> FCY Encashment	<input type="checkbox"/> FCY Issuance	<input type="checkbox"/> Other
Name of Applicant	:					
Address of Applicant	:					
NIC / Passport No.	:			Contact No. :		
Mode of Payment	:	<input type="checkbox"/> Cash	<input type="checkbox"/> Account Debit	Debit Account No. :		
Transaction Currency Type	:			Transaction Amount (figures) :		
Amount in Words	:					
Beneficiary Name	:					
Beneficiary Address with Country	:					
Credit account/IBAN No.	:					
Beneficiary Bank Name	:					
Beneficiary Bank SWIFT	:			Sort Code / BSB / ABA / IFSC :		
Foreign Bank charges to be debited from	:	<input type="checkbox"/> Applicant	<input type="checkbox"/> Beneficiary	<input type="checkbox"/> Shared between Applicant and Beneficiary		
Type of Payment	:	<input type="checkbox"/> Advance Payment	<input type="checkbox"/> Open Account	<input type="checkbox"/> Entrepot Trade	<input type="checkbox"/> Freight payment	<input type="checkbox"/> University / Student payments
		<input type="checkbox"/> Other Payments (specify the purpose)				
Country/Port of Loading*	:					
Country/Port of destination*	:					
Description of goods	:					
HS code/s	:					
Trade Term/Incoterm - CIF/FOB/CFR/ Other (specify):	:			Special Remarks :		

* To be stated if not available in the submitted Invoice.

STUDENT PAYMENTS ONLY

Student Name	:					
Student ID	:					

I/We am/are aware of the possibility of the instructions received from the Beneficiary could be hacked and altered by fraudsters. Therefore, I/We have rechecked the Beneficiary Bank and account details by alternate methods and are satisfied with the accuracy of the same. The bank is hereby authorized to remit funds as per the instructions provided herewith.

For import of goods based on advance payments, I / We hereby undertake to receive goods in Sri Lanka within 180 days / 360 days (for machinery and heavy equipment), from the date of payment,

I / We confirm that the particulars provided herein are true and correct, and that terms and conditions of the services were explained to me in the language of my / our choice before signing hereof, and I / we have read and understood the terms and conditions, and agree and consent to be bound thereby.

Applicant/Authorized Signatory

Applicant/Authorized Signatory

BANK USE ONLY

Signature verified

TERMS AND CONDITIONS

1. Foreign Currency Transfers and Rates

(a) For transactions that require a cross currency conversion, the bank is authorised to convert to the currency of the payment at the rate of exchange prevailing for purchasing and selling the relevant currency at the time of processing of the transaction, unless specifically requested by the applicant in writing, or as agreed with the rates issued by the banks Treasury Department.
(b) The Applicant hereby accepts the Bank's statement in writing that it has made a conversion as referred to above as conclusive and in such a case the order in this application shall be construed as an immediate purchase of the amount of said foreign exchange at the Applicant's sole risk.

2. Bank Charges and Commission

(a) The Bank is authorized to debit the charges and commissions, including the correspondent bank charges to the Applicant's nominated account for processing of the Application as per the Bank's published rates and tariffs guide. The charges may be revised from time to time at the discretion of the Bank with notice.
(b) Applicant agrees that a Correspondent bank may charge commissions, fees, or other charges in making the payment to the beneficiary's account. The Correspondent Bank will either deduct these commissions, fees, or charges from the funds paid to the beneficiary's account or pass them on to the Bank.
(c) Where the deduction is made to a beneficiary, the Applicant agrees that the beneficiary will receive less than the payment amount specified in the Applicant's remittance instructions. If the commissions, fees, or other charges are passed to be paid by the Bank, then the Applicant agrees to reimburse the Bank for same.

3. Indemnity

3.1 Without limitation to any other provisions hereto the Applicant agrees to indemnify the Bank against any and all losses, damages, claims, liabilities, costs (including legal costs on a full indemnity basis) which the Bank may suffer or incur arising from or in connection with any transaction effected by the Bank hereunder.
3.2 The Applicant further agrees to absolve the Bank from all liabilities or losses arising from any cause beyond its control including, but not limited to the following:
(a) the act, failure or neglect of any agent or correspondent selected by the Bank for the thereof.
(b) the act, failure, omission, or neglect by the Applicant.
(c) any delay, error, omission or default of any mode of transmittance including SWIFT messages.
(d) the acts or edicts of any government or governmental agency or other group or groups exercising governmental powers whether de jure or de facto.

4. Refunds

The applicant agrees that the Bank shall not be liable to make any refund prior to Bank receiving confirmation on order cancellation from the correspondent, agent, or sub-agent engaged by the Bank to effect the transmission, and in the case of funds already converted, only on the basis of the Bank's buying rate on the day a refund is made less the expenses of the Bank, its correspondents and agents.

5. Tracing of Payments: The Applicant agrees that Intermediary, Beneficiary banks may hold, freeze outward remittances at any time for regulatory and compliance issues which may result in delays and is beyond the control of DFCC Bank PLC. The Applicant agrees that the Bank shall be under no obligation to obtain a confirmation or a receipt of remittance from the beneficiary or the beneficiary's Bank. The Bank may, on request, make reasonable efforts to trace a payment.

6. Restrictions under Foreign Exchange Act: The Applicant agrees that neither the Bank nor its correspondents, agents or sub agents shall be liable for any losses or delays caused by any restriction under the Foreign Exchange Act or other restrictions which may be imposed by the rules and regulations of the Government of Sri Lanka and of the country where encasement is to be made.

7. Privacy: The Applicant agrees that the Bank collects personal information to carry out the instructions given by the Applicant and to comply with all applicable laws in Sri Lanka. The Applicant hereby acknowledges that the Bank may disclose such information to the beneficiary's Bank, a correspondent Bank or any relevant government or regulatory authority or court of law.

8. Jurisdiction: The Applicant hereby agrees that the laws of Sri Lanka shall govern these Terms and Conditions, and the parties shall submit to the exclusive jurisdiction of the courts of Sri Lanka.

9. Complaints

Applicant can make complaints via the following channels:

Email: care@dfccbank.com

Contacting our Call Centre: 0112 350 000

Submit Complaints in Writing to:

Vice President – Service Excellence and Transformation,
DFCC Bank PLC, No. 73/5, Galle Road, Colombo 03

If the customer does not receive a satisfactory response, they can escalate the complaint to the office of the Financial Ombudsman of Sri Lanka:
Financial Ombudsman,

No 143A, Vajira Road, Colombo 5.

Telephone: +94 11 259 5624

Telefax: +94 11 259 5625

Email: fosril@slt.net.lk

Website: www.financialombudsman.lk

These terms may be varied by the Bank from time to time. The latest Terms and Conditions shall be uploaded to the website of the Bank www.dfccbank.net. The Applicant hereby agrees and undertakes to abide by these Terms and conditions as may be amended from time to time.

BANK USE ONLY

Rate :

Value Date :

Processed by

Authorised by

Name, Employee No. and Signature

Name, Employee No. and Signature