

KEY FACTS DOCUMENT

MSME - SUPPLIER CHAIN FINANCING



Eligibility	<ul style="list-style-type: none"> • Be a citizen of Sri Lanka • Should not be a willful defaulter • Should have an effective repayment capacity • Should be a supplier to bank approved exporter of exporter agriculture crop
Key Features	<ul style="list-style-type: none"> • Exporters are evaluated and suppliers are categorized for 3 Tiers according to the exporter evaluations • Attractive cheque discount rate will be applied for each category
Procedures to be followed to open the account	Contact the nearest MSME Officer / DFCC Branch
Fees and Charges	Standard Fees and charges specified in the tariff. Please refer https://www.dfcc.lk/interest-rates/
Terms & Conditions	<ul style="list-style-type: none"> • The supplier should be recommended by the exporter of the supply chain. <p>Product information and terms and conditions are subject to change from time to time. Therefore, it is advisable to contact the branch nearest to you for the latest information and prevailing terms and conditions or visit the Bank's corporate Website https://www.dfcc.lk/</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	<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. 01, Bethesda Place, Milagiriya, Colombo 05</p> <p>Tel: (011) 2 595624</p> <p>Email: fosril@sltnet.lk</p> <p>Website: www.financialombudsman.lk</p> <p>The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka</p> <p>https://www.cbsl.gov.lk/en/fcrd</p>