

KEY FACTS DOCUMENT

NRRA - NON-RESIDENT RUPEE ACCOUNTS



Eligibility	<p>An emigrant resident in or outside Sri Lanka</p> <p>A firm or a company established/incorporated outside Sri Lanka</p>
Key Features	<p>Maintained only in Sri Lankan Rupees</p> <p>Can be opened in types of Current (without OD facilities) / Savings / Term Deposit</p> <p>Account Ownership cannot be held jointly (Emigrant may held as a joint account with another emigrant)</p>
Benefits and Value-Added Services	<p>Interest is accrued daily on account balance and credited monthly</p> <p>Where the account holder is an emigrant, sales proceeds of local assets can be deposited</p> <p>Payments can be made in Sri Lanka</p> <p>24x7 account viewing access via online banking</p> <p>Superannuation benefits of the account holder can be deposited to the Account</p>
Procedures to be followed to open the account	<p>Visit the nearest DFCC branch</p>

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 18 Of 2021 dated 18.03.2021</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>