

KEY FACTS DOCUMENT

REMITTANCES



Product/ Service	<p>Inward Telegraphic Transfers</p> <p>Remittances designated in foreign currency are received to DFCC accounts via the SWIFT platform for various purposes such as export proceeds, refunds of order, university rejections, salaries, dividends, family maintenance etc.</p> <p>All you need to do to receive the remittance is provide the bank swift code (DFCCLKLX). Account number and account name to the remitter.</p>
Documents Required	No documents required, but bank SWIFT code, beneficiary account number and beneficiary account name are required
Fees and Charges	<p>\$3 or its equivalent in other FCY if credited to a FCY account</p> <p>LKR 300 if credited to a LKR account</p>
Clarifications and Inquiry	<p>Contact Methods: 24/7 hotline at 0112 350 000</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>

Financial Ombudsman

The Financial Ombudsman

No 143 A, Vajira Road, Colombo 05.

Tel: (011) 2 595624

Email: fosril@sltnet.lk

Website: www.financialombudsman.lk

Product/ Service	Inward RTGS Large value rupee transactions sent by a local bank can be received to the DFCC Rupee accounts on the same day.
Documents Required	No documents required, but bank SWIFT code, beneficiary account number and beneficiary account name are required
Fees and Charges	No charges
Clarifications and Inquiry	Contact Methods: 24/7 hotline at 0112 350 000 Email: care@dfccbank.com In-Branch assistance at any DFCC location Response Time: Within 24 hours
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Product/ Service	<p>Outward Telegraphic Transfers (OTT) - Service remittance</p> <p>Payments made in respect of any services other than for importation of goods. These remittances are carried out in FCY and can be made either to local bank accounts or out of the country. A tax clearance certificate is required to perform service OTT that is payable out of the country and this needs to be checked against the prevalent IRD Circular.</p> <p>Student payments in respect of Universities, living expenses of overseas students can be made provided the customer had opened a Student file with the bank.</p>
How to Apply	<p>Visit nearest branch</p>
Documents Required	<p>Student Payments</p> <ul style="list-style-type: none"> - OTT Application - Form 1 (required only If account to be debited is in LKR) - University Offer letter detailing the course fees and bank details <p>Other Service payments</p> <ul style="list-style-type: none"> - OTT Application - Form 1 (If account to be debited is in LKR) - Supporting invoices
Fees and Charges	<p>Local TT \$ 40 or its equivalent in other FCY</p> <p>Service OTT \$ 70 Commission \$ 20 SWIFT charges</p> <p>Other FCY TTs are subject to correspondent bank charges in addition to the above (this varies based on the CCY in which TT is effected).</p>

Terms and Conditions	Subject to regulatory conditions
Clarifications and Inquiry	<p>Contact Methods: 24/7 hotline at 0112 350 000 Email: care@dfccbank.com In-Branch assistance at any DFCC location 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 Contacting our Call Centre: 0112 350 000</p> <p>Financial Ombudsman The Financial Ombudsman No 143 A, Vajira Road, Colombo 05. Tel: (011) 2 595624 Email: fosril@sltnet.lk Website: www.financialombudsman.lk</p>

Product/Service	Outward RTGS Transactions above Rs.5 Mn can be sent to local banks on working days ensuring same day settlement. Clear instructions from clients to be obtained to perform these transactions. Both individual clients and companies can opt this method to remit out funds to local banks irrespective of the beneficiary.
How to Apply	Visit nearest branch
Documents Required	Customer request detailing the transaction
Fees and Charges	LKR 400
Clarifications and Inquiry	Contact Methods: 24/7 hotline at 0112 350 000 Email: care@dfccbank.com In-Branch assistance at any DFCC location Response Time: Within 24 hours
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

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Product/ Service	Draft Issuance Bank drafts can be issued to customers for both import and services provided it is within the CBSL regulations and necessary documentation is provided. Validity period of these drafts are 6 months unless otherwise specified.
How to Apply	Visit nearest branch
Documents Required	Customer request, Form 1, invoice
Fees and Charges	\$ 10
Clarifications and Inquiry	Contact Methods: 24/7 hotline at 0112 350 000 Email: care@dfccbank.com In-Branch assistance at any DFCC location Response Time: Within 24 hours
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

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Product/Service	<p>Draft Collection</p> <p>USD denominated Drafts issued by local banks can be collected to any account after ensuring that these are covered under the prevailing regulations.</p> <p>Such Drafts can be realized through the USD Clearing system within 1 business day from the date of the deposit of the drafts.</p>
How to Apply	Visit nearest branch
Documents Required	Locally issued draft along with the deposit slip
Fees and Charges	<p>\$ 5 if account to be collected is in FCY</p> <p>LKR 750 if account to be collected is in LKR</p>
Clarifications and Inquiry	<p>Contact Methods: 24/7 hotline at 0112 350 000</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>

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Product/ Service	Draft Purchase Drafts issued by local banks and denominated in USD can be purchased upon the request of the respective client. Proceeds will be credited to the account once issuer bank confirmation is being received.
How to Apply	Visit nearest branch
Documents Required	Customer request along with the draft
Fees and Charges	0.25% of the face value of the draft if draft to be collected to a FCY account LKR 750 if draft to be collected to a LKR account
Terms and Conditions	Subject to regulatory conditions and fate confirmation from the issuing bank
Clarifications and Inquiry	Contact Methods: 24/7 hotline at 0112 350 000 Email: care@dfccbank.com In-Branch assistance at any DFCC location Response Time: Within 24 hours

**Complaint
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Procedure**

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