

KEY FACTS DOCUMENT

DFCC ONLINE BANKING



Eligibility	Individuals above 18 years of age
Key Features	<p>The DFCC Online Banking gives you complete control over your finances with a variety of banking services at your fingertips, allowing you to manage your accounts 24/7 from wherever you want. You are empowered to do your banking online with a wide array of services such as create goal setting savings, open fixed deposits and savings accounts, block your credit cards, configure required DFCC alert services and select your own preferred user ID.</p>
Benefits and Value-Added Services	<p>View and Monitor your 360° Banking relationship</p> <ul style="list-style-type: none">• View your account details, account balances, download statements, download and print your portfolio• Get loan details, credit card and lease details• Access your entire banking portfolio maintained at DFCC Bank with one click <p>Seamless Fund Transfers and Payments</p> <ul style="list-style-type: none">• Transfer funds real time between your own accounts or with third-party DFCC Bank accounts• Transfer with other bank accounts through CEFTs, SLIPS• Make payment dues to your leases and credit cards via Online Banking• Manage and maintain your beneficiaries for future use with convenience• Payment to government institutions

**Benefits and
Value-Added
Services****Pay Bills**

- Pay utility payments at your convenience from anywhere, any time.

Hassle-free Online Account Opening

- Open Saving and Fixed Deposit account via Online Banking
- An additional 0.5% interest rate for fixed deposits opened via online banking
- Ability to uplift fixed deposits which have been opened online
- Open a Goal Savings account and automate your savings to achieve your goals

Credit Card Services

- Block your credit card
- Update your travel notifications to use overseas for credit cards
- Block countries where you do not want to use your credit card
- Check your transactions (Completed, unbilled)
- Cards Statements (Download last 6 months card statements)
- Dispute transactions and convert to easy payment plans
- Check your easy payments plans
- Make credit card payments

Self Service features

- Schedule future dated transactions or set up standing order instructions for fund transfers and bill payments

Benefits and Value-Added Services	<ul style="list-style-type: none"> • Download transaction receipts for payment confirmations • Request for cheque books or make stop payments on issued cheques • Set up your preferred alerts • Communicate with the Bank securely through the built-in message facility • Download your Advance Income Tax certificate without having the hassle to visit a branch
How to Apply	<p>If you are an existing DFCC Bank customer, you just need to contact our Contact Centre on 011 2350000 to register for the services. If you are a new bank customer, you can simply give the consent to be onboarded to online banking when you apply for the account.</p>
Fees and Charges	<p>An annual fee would be applicable. Please refer tariff</p>
Terms & Conditions	<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.</p> <p>For the latest information and prevailing terms and conditions 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>