

KEY FACTS DOCUMENT

DFCC INVESTMENT PLANNER



Eligibility	DFCC investment Planner - Any individual over the age of 18 DFCC Junior Investment Planner - Any minor under the age of 18 (A parent or legal guardian must open an account on behalf of the minor)																							
Key Features	<table><tr><th>Customer Type</th><th>Investment Planner Type</th><th>Minimum Investment Planner Maturity Amount</th><th>Investment Planner Tenor</th></tr><tr><td>DFCC - Minor</td><td>LKR</td><td>100,000/-</td><td>Maximum 18 Years</td></tr><tr><td>DFCC - Minor</td><td>FCY</td><td>USD 10,000/- (Or equivalent value of any other currency)</td><td>Maximum 5 Years</td></tr><tr><td>DFCC - Adult</td><td>LKR</td><td>100,000/-</td><td>Maximum 15 Years</td></tr><tr><td>DFCC - Adult</td><td>FCY</td><td>USD 10,000/- (Or equivalent value of any other currency)</td><td>Maximum 5 Years</td></tr></table>				Customer Type	Investment Planner Type	Minimum Investment Planner Maturity Amount	Investment Planner Tenor	DFCC - Minor	LKR	100,000/-	Maximum 18 Years	DFCC - Minor	FCY	USD 10,000/- (Or equivalent value of any other currency)	Maximum 5 Years	DFCC - Adult	LKR	100,000/-	Maximum 15 Years	DFCC - Adult	FCY	USD 10,000/- (Or equivalent value of any other currency)	Maximum 5 Years
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Benefits and Value-Added Services	<ul style="list-style-type: none">• The investments are available in both LKR and designated foreign currencies• Guaranteed high Return on Investment• Joint accounts are allowed• E- Statements on quarterly basis																							

Procedures to be followed to open the account	<p>Visit the nearest DFCC branch</p> <p>Required documents</p> <ul style="list-style-type: none"> • Account mandate • Proof of identity: Driver's licence, passport, National ID card • Proof of address: Utility bill, Gramasevaka certificate • Proof of income/employment: Recent pay slips, employment letter, rental agreement
Fees and Charges	<p>Standard Fees and charges specified in the tariff. Please refer https://www.dfcc.lk/interest-rates/</p>
Terms & Conditions	<ul style="list-style-type: none"> • No partial withdrawals or counter withdrawals are permitted from the investment planner • Interest rates will be calculated daily and will be credited monthly • Applicable tax in total as per the prevalent laws will be deducted at the time of maturity • In the event of an early closure, general saving interest rate will be applied • After a grace period of seven days, if a customer fails to make a monthly commitment payment, the account will be closed automatically. • No bulk deposits are permitted <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>