

DFCC Bank PLC - Accessibility Policy Summary

DFCC Bank PLC is committed to ensuring equal and fair access to its financial services for all individuals, regardless of physical ability, marital status, race, cast, gender, age, religion, financial literacy or other personal characteristics. We strive to create a welcoming and accessible environment for customers with disabilities, providing support and reasonable accommodations to meet their needs.

Key Areas of Accessibility:

1. Appointment of Accessibility Officers

Each branch will designate an Accessibility Officer responsible for overseeing accessibility measures, providing training, and ensuring customer engagement. These officers will also gather feedback and report to management on accessibility initiatives to drive continuous improvement.

2. Accessible Documents and Communication

DFCC Bank ensures that all documents and communications are accessible, offering alternative formats such as large print, electronic versions, and other assistive formats upon request. Special assistance is provided to elderly customers and individuals with physical disabilities whenever needed.

3. Website and Mobile Application Accessibility

DFCC Bank's digital platforms are designed to be accessible, incorporating features such as adjustable contrast, font size options, text-to-speech capabilities, and keyboard navigation. Customers are also provided with adequate time to complete transactions and other functions.

4. Infrastructure Accessibility

The Bank complies with all applicable laws and regulations regarding accessibility, ensuring that new buildings and physical infrastructure are disability-friendly and accessible to elderly customers. Staff members are trained in disability awareness and are available to assist customers on-site.

5. Automated Teller Machines (ATMs), Cash Deposit Machines (CDMs) and Card Accessibility

DFCC Bank's ATMs, CRMs and card services are designed with accessibility in mind, offering user-friendly interfaces. All equipment is regularly maintained and tested to ensure that accessibility features function properly.

6. Priority Service and Assistance

To enhance convenience, the Bank provides priority service at branches for customers with disabilities and elderly customers. Assistive services, such as wheelchair access and in-person banking support, are available upon request.

7. Complaint Handling Procedure

Accessible channels are available for customers to submit feedback or complaints regarding accessibility issues. The Bank is committed to thoroughly investigating each complaint and ensuring a timely resolution, keeping customers informed throughout the process. Customers can reach out via phone, email, or in-person visits to report accessibility concerns.

DFCC Bank is dedicated to fostering an inclusive environment where all customers can access banking services with ease, in line with regulatory requirements and global best practices for accessibility.

Your feedback is invaluable to us. We are committed to providing the best possible solutions to support your banking needs. For further information, please contact us at:

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