

KEY FACTS DOCUMENT

DFCC WINNER SAVINGS ACCOUNT



Eligibility	Individuals over the age of 18 years and entities
Key Features	• Initial deposit of LKR 5,000 (0% interest for balances below the stipulated value of LKR 2,500) • Increasing interest rate with account balance • Daily interest calculation, credited monthly • Cash-back loan up to 90% of the account balance Chip-based VISA Debit Card with access to over 2300 ATMs
Benefits and Value-Added Services	• Interest is accrued daily on account balance and credited monthly • Digital Banking facilities • eStatement • SMS Alerts • Chip based PayWave enabled Debit Card
Procedures to be followed to open the account	Visit the nearest DFCC branch or Apply Via online - Please refer the below link: https://applyonline.dfcc.lk/?_gl=1%2at0uioi%2a_gcl_au%2aNzg0ODgzNDk4LjE3Mjk4NTA1Mjl. Required documents • 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	Standard Fees and charges specified in the tariff. Please refer https://www.dfcc.lk/interest-rates/
Terms & Conditions	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. Visit the Bank's corporate Website - https://www.dfcc.lk/
Clarifications and Inquiry on Account Transactions	Contact Methods: 24/7 hotline at 0112 350000 Email: care@dfccbank.com In-Branch assistance at any DFCC location Response Time: Within 24 hours
	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. 01, Bethesda Place, Milagiriya, Colombo 05 Tel: (011) 2 595624 Email: fosril@slt.net.lk Website: www.financialombudsman.lk The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka https://www.cbsl.gov.lk/en/fcrd