

## Key Facts Document

This document consists with the features of the banking products which are to be offered to the customers of DFCC Bank PLC. The bank reserves the right to amend, delete and add any of the stated terms, conditions and related fees and charges at any time. This Key-Facts Document is given for customer information as required under the Customer Charter of Licensed Commercial Bank, issued under Central Bank of Sri Lanka Direction No.: 8 of 2011.

### 1.0 Products and Services

Being the Commercial Bank of the country, we offer following products and services to our customers.

Product / Service	Description
Project Loans	DFCC Bank provides finance to new ventures as well as expansion / modernization projects of existing businesses in variety of sectors including agriculture, forestry & fishing, manufacture of food and beverage, electricity, gas & water, construction, trade, hotels & restaurants, transport, storage & communication, finance, insurance real estate & business services etc.
Working Capital Loans	To finance permanent working capital requirement of businesses, by way of medium and long term loans.
Leasing facilities	Finance lease facilities are available for potential customers with business interest, professionals and individuals to finance mainly their vehicles. Further, selected categories of machinery, plant & equipment can also be leased out from the bank.
Guarantee facilities.	We also offer various types of bank guarantees such as bid bonds, advance payment, performance bonds, guarantees required for purchase goods on credit for normal course of businesses etc
Personal loan	Personal loan scheme is primarily targeted to meet personal requirement of those in permanent employment in the private and government sectors. We also have variants of personal loans for professionals and those engaged in business activities. Personal loans can be used to meet financial requirements of housing units, purchase of vehicles, to meet education expenses of children and to meet other personal requirements.
Trade Finance	DFCC Bank provides specialized international trade related services in the form of both import and export financing for business as well as individual customers. Import finance includes establishing Letters of Credits, handling documentary collections, issuing of shipping guarantees, financing through import loans etc, while export finance is provided by way of pre & post shipment financing, advising export Letters of Credits, Purchasing/ Negotiation of Letters of Credit and Collection bills etc.
Pawning	Pawning facility enables the client to meet their urgent cash requirements by pawning gold or gold jewelry.
Housing Loan	Housing loans offered at DFCC can be used for a variety of purposes such as purchase of property, housing units & apartments, construction of new houses, renovation and extension of existing houses etc. Customers may opt for different repayment periods and fixed or variable interest terms to suit their requirements.
Overdraft facility	This facility is offered to business entities to finance day to day working capital requirements.

Credit card and debit card facility	<p>DFCC Visa debit cards provide access to Visa accredited merchant establishments globally for purchase of goods and services and can be used for cash withdrawals worldwide through the Visa ATM network.</p> <p>DFCC also offers internationally valid credit cards (Classic, Gold and Platinum) with a number of value added features. We also issue corporate cards to the corporate customers.</p>
Liability products	<p>DFCC Bank offers a wide range of deposit products to suit specific requirements of the customers. Among those following main accounts are operated.</p> <p>Current accounts Savings accounts Fixed deposits Junior accounts Senior citizen Accounts NRFC accounts RFC accounts</p>
Internet Banking facility	<p>Internet Banking facility offers convenience, fast and secured access to client's accounts and let client carry out a whole range of banking functions from any location. It facilitates functions such as balance inquiry, making utility payments, and making loan disbursement requests etc.</p>
Bancassurance	<p>Bancassurance offers the convenience of fulfilling insurance requirements, through our island wide branch network. This provides access to a multitude of insurance solutions for individual and corporate customers.</p>
Foreign currency transactions	<p>Transactions involving foreign currencies can be done using different accounts such as RFC, NRFC, EFC, RNNFC, SFIDA etc. Also customers have the opportunity of getting foreign currency loans meeting the set criteria of the bank. Outward remittances can be done using Telegraphic Transfers, while inward remittances can be done via Lanka Money Transfer and Western Union, to which DFCC is an authorized agent.</p>
Utility / Insurance premium payments facility	<p>We offer the convenience of making client's utility payments such as CEB, LECO, Water Board, SLT, Dialog, Mobitel, Lanka Bell etc, through our island branch network and Insurance premium payments for Sri Lanka Insurance,<sup>47</sup> Ceylinco Insurance, Union Assurance, and AIA insurance.</p>
Loan Syndication	<p>A syndicated loan is one that is provided by a group of lenders and is structured, arranged, and administered by one or several banks. Loan Syndications provide support for general corporate purposes, including capital expenditures, working capital, and expansion.</p>
Consultancy and advisory services.	<p>This provides current and future business prospects of a client with the aim of advancing their business or company. This service would involve in examining the legal, tax, finance, market and risks factors associated with start up a business or making new changes to existing business.</p>

## 2.0 Interest and commission

Interest and commission rates applicable are displayed at each and every business units. The same information is also available in our web site at [www.dfcc.lk](http://www.dfcc.lk).

Based on the market conditions, our interest and commission are revised from time to time.

## 3.0 Fees and other charges

Please refer DFCC Bank's Tariff sheet for applicable charges and fees attached herewith. (Both Key facts Document and Tariff sheet have been uploaded to DFCC Bank's web site ([www.dfcc.lk](http://www.dfcc.lk)) for reference)

#### **4.0 Procedure of obtaining DFCC products and services.**

All potential customers are invited to visit either Head Office or the nearest Branch and discuss with the management about their requirements. After the discussion, the bank will issue an application for potential customers to apply for DFCC bank's products or services. Once the perfected application is received it will be processed and evaluated by the Bank depending upon the type of product or service required by the customers.

#### **5.0 Major Terms and Conditions**

Major terms and conditions such as, interest rates, Commission rates, charges, loan amount, grace period, repayment period, collateral requirement and other special terms and conditions would vary from product to product and project to project.

#### **6.0 Procedure for resolution of customer Complaints**

Our staff members are well groomed to provide an efficient, friendly and prompt service to our customers. DFCC Bank PLC respects its customers' right to receive efficient service at all times. However, If you experience a bad or poor service you could make your complaint either in writing or verbally with the following officers.

Mr Lakshman Silva Deputy Chief Executive Officer DFCC Bank PLC, 73/5, Galle Road, Colombo 03. Tel - 011 2442444 Email ; lakshman.silva@dfccbank.com	Mr.Bhathiya Alahakoon SVP (Branch Banking) DFCC Bank PLC, 73/5, Galle Road, Colombo 03. Tel - 011 2442443 Email: bathiya.alahakoon@dfccbank.com
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Complaints submitted to the above officers will be acknowledged. Response with actions to be taken will be communicated to respective customers within 7 working days.

#### **7.0 Procedure for Recovery of Loan**

The Bank shall make every endeavor to facilitate the re-payment of the credit facilities by the Customers. These endeavors may include re-scheduling and re-structuring of facilities to suit customers cash flow within the bank's overall lending policy on cases by case basis. In the event the customers are still unable to settle, the Bank may be compelled to recovery actions under the provisions of the Debt Recovery Act No 2 of 1990, the Civil Procedure Code and other remedies available such as repossessions and arbitration.

If a loan is secured by property mortgage the Bank may file legal action to recover the total dues to the Bank under the relevant provisions of Recovery of Loans by Bank ( Special Provisions ) Act No 4 of 1990 and or under the Mortgage Act No.6 of 1949 All legal and other expenses incurred by the Bank in this regard shall be borne by the Customer .

The Customer shall have recourse under the law to such actions of the Bank

#### **8.0 Disclosure**

The Bank shall observe strict secrecy in respect of all transactions of the Customer with the Bank subject to the provisions of section 77 of the Banking Act No 30 of 1988.

#### **9.0 Financial Transaction Reporting Act No 6 of 2006**

Where the Bank has reasonable grounds to suspect that any transaction or attempted transaction may be related to the commission of any unlawful activity or any criminal offence, the Bank shall report such transaction to the Financial Intelligence Unit under the provisions of Section 7 of the Financial Transaction Reporting Act No 6 of 2006

#### **10.0 Compensation for premature withdrawal / termination**

In the event of premature withdrawal / termination by the customer, a compensatory payment depending upon the number of premature months / years shall be availed by the bank.