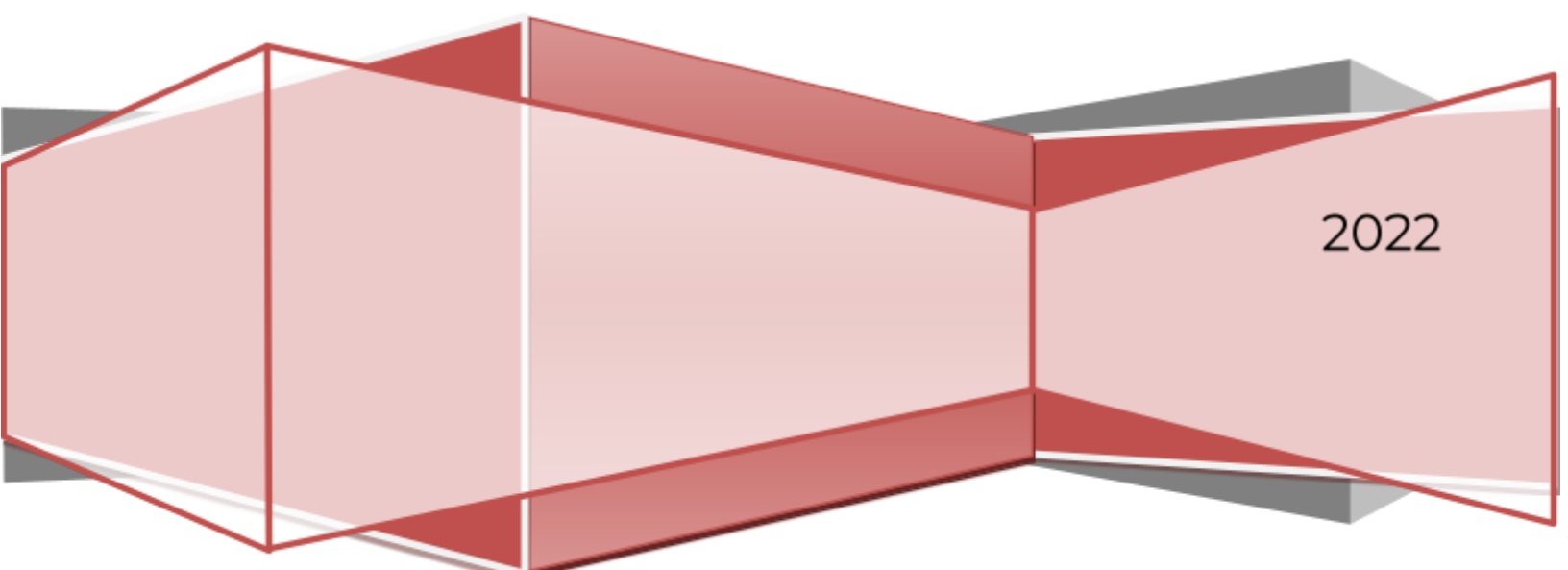


MoneyGram

Key Fact Document



2022

All you need to know about MoneyGram Payments with DFCC Bank

Are you still thinking of a way to collect money transferred from overseas to you? Look no further. DFCC Bank has now partnered up with MoneyGram and we would like to help you to understand the features so you can withdraw the money you are entitled to at your convenience.

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1. MoneyGram Payment

MoneyGram payment is a method of transferring money through MoneyGram agents which is a well secured and a widely used money transferring option. It allows you to receive money sent from across the world within minutes.

It is an easy and a convenient way to receive funds.

2. How does DFCC help you with MoneyGram Payments?

You can visit any DFCC Bank Branch at your convenience on any working day within the business hours and collect the money sent via MoneyGram, easily.

3. What do you need to receive money from MoneyGram?

- National Identity card / Driving License or the Passport.
- MoneyGram Reference Number.
- Sender Details.

4. What are the details you need to know about the sender?

- Full Name of the Sender.
- Name of the Country where the Funds transferred from.
- Transferred Amount.

5. Is it necessary to have a DFCC account to receive/utilize the cash/facility?

No.

6. How much does it cost to receive money through MoneyGram?

This service is being offered to you Free of Charge.

7. What are the key factors to reflect on making the payment?

- Should ensure to prove the identification with a valid government issued document (NIC, Passport or DL).
- Proper details of the sender should be disclosed.
- Accurate MoneyGram Reference Number is mandatory to get the transaction processed.

8. Can someone else pick up MoneyGram money from the Bank?

We regret to inform you that a third party collecting money will not be validated by the Bank.

9. What is the time period for MoneyGram Payments?

You can visit any of our branches during the business hours of Mondays to Fridays from 9.00 am to 3.00 pm to receive your money through MoneyGram. In situations where restricted banking hours are imposed the timings will be informed to the customers via a notice at all our branches and all digital channels including mass and social media.

10. Contacting Us

You can call us on our 24 hour call center on +94(11)2350000 or write to us on info@dfccb.com

You can also visit any of our Branches as detailed on our website.