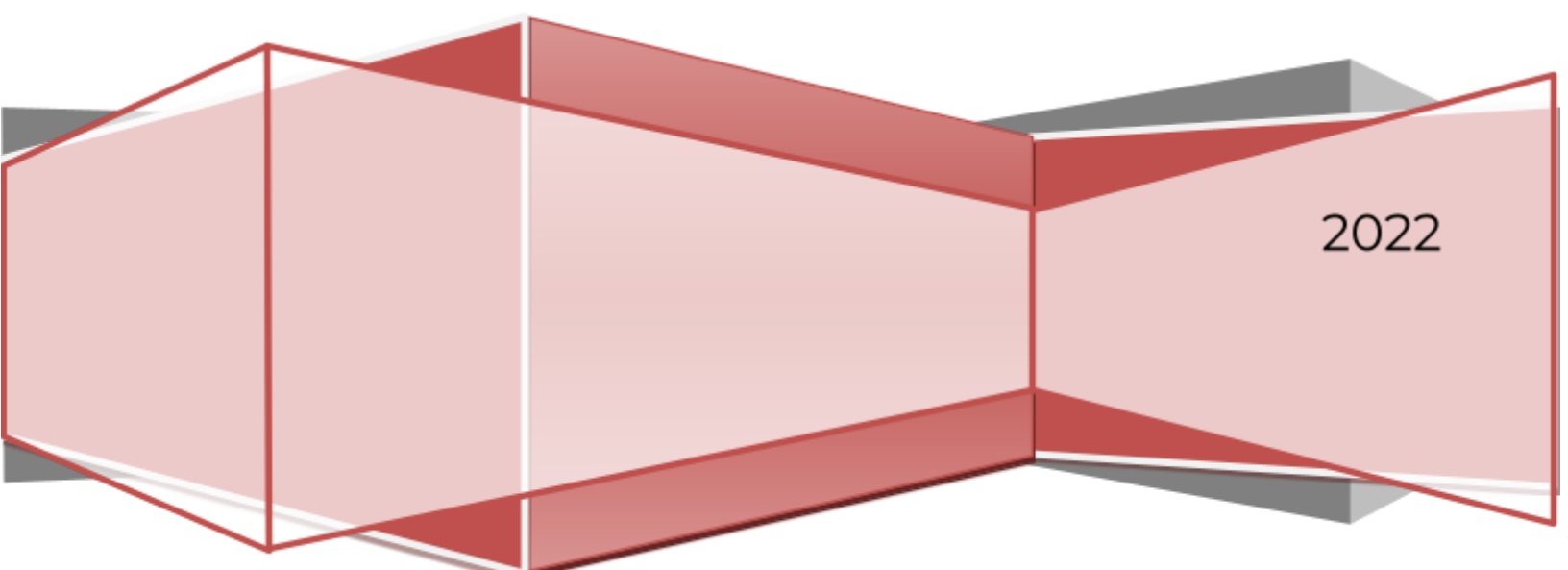


# Ria

## Key Fact Document



2022

## All you need to know about Ria 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 Ria 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. Ria Payment**

Ria payment is a method of transferring money through Ria 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 Ria Payments?**

You can walk-in to any DFCC Bank Branch at your convenience on any working day within the business hours and collect the money sent via Ria, easily.

## **3. What do you need to receive money from Ria?**

- National Identity card / Driving License or the Passport.
- Ria Personal Identification Number (PIN).
- 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 Ria?**

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 Ria Personal Identification Number is mandatory to get the transaction processed.

## **8. Can someone else pick up Ria 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 Ria 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@dfccbank.com](mailto:info@dfccbank.com)

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