

Customer FAQs on New Core Banking System

POST CUT-OVER



#	Queries	Responses
General Queries		
1	What are the benefits to Customers?	With the new T24 core banking system, the bank will be able to provide you a functionally rich, customer oriented, flexible and agile best in class banking service.
2	Will my account number(s) change after the migration to the new core banking system?	Yes
3	How will I get to know my new account number(s)?	You can transact with the existing number as usual. However, the new number will appear in the first statement.
4	How can I transact until I get to know my new account number(s)?	Your old account number can be used for transactions even after the new core system is implemented
5	Can I use the same passbook after the new core banking system implementation?	Yes
6	How can I view my past transaction details?	Transaction history will not be available on online banking, virtual wallet, ATM/CRM mini statements. However, your historical data will be available on Online banking later on.
7	Can I use the same account no after the new core banking system implementation?	Yes
8	Can I use the existing cheque book after the new core banking system implementation?	Yes
9	Are there any changes to be done for the existing Standing Instructions?	No
ATM/ Cash Recycler Machines (CRM) / Cheque Deposit Machine (CDM)		

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1	Will there be any differences to service with the new core banking system?	Yes. New account numbers will be generated for your existing ones and the same will be linked to your debit card and displayed on ATM/CDM screen. Further transactions executed on or after the 21/10/2021 will be listed under the mini statement section. Please be aware that the transaction history will consist of an entry on your balances being transferred from the old to new system. The same can be ignored.
Virtual Wallet		
1	Will there be any differences to service with the new core banking system?	Yes. New account numbers will be generated for your existing account and the same will be linked to your DFCC Virtual Wallet and displayed on the mobile Application. Further transactions executed on or after the 21/10/2021 will be listed under the last 5 transactions section. Please be aware the transaction history will consist of an entry on your balances being transferred from the old to new system. The same can be ignored.
ONLINE BANKING		
1	I have received a mail with my new login credentials what should I do ?	You can login using the same existing URL and setup your new username and password. If you require further assistance, please call our 24/7 contact center.
2	I have not received a mail with my new login credentials what should I do ?	Please contact our 24/7 contact center. If you have logged into the present online banking system at least once in the last 6 months and the contact information updated is accurate, the bank will regenerate your mail again. In the event you haven't used the existing service in the last 6 months, the call center will register you for the service based on the information provided to the bank in the past. If the information differs, you will have to visit the closest branch to avail the service.
E-Statement		
1	Will there be any differences to service with the new core banking system?	Yes. Due to the bank moving to a new Core Banking System, you will receive two statements for the period. One from October 1st - 20th and another from October 21st onwards.
SMS Alerts & Balances		

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1	Will there be any differences to service with the new core banking system?	Yes. The bank will be providing you with an enhance experience with the new Core Banking System. This will include default SMS alerts for account opening, dormancy etc and for cheque deposits / realization etc
iConnect		
1	Once the cut over is complete can I use the same URL to access DFCC iConnect?	No change to the URL - www.dfccconnect.lk
2	Once the cut over is complete can I use the same Mobile App?	The mobile app will remain the same, however you will need to update the mobile app version through Google Play Store and iOS App Store to get the updated version. For iOS users the mobile App will be available only after the 25th of October 2021.
3	Can I use the same username and password to login	Yes, your login credentials will remain the same
4	Can I download past statements on iConnect once the migration is complete	No, for the first few days there will not be any historical data. The statements will have transactions only from 21st Oct onwards. if you need any previous details please contact your client servicing representative.
5	Can I deposit cash / cheques to our old account number/s	Yes
6	Can I remit funds to our old account number/s	Yes, your old account number will remain accessible.
7	Can I check our account balances using our old account number/s	On the iConnect platform its only the new account number that will appear. You will receive an official communication regarding your new account number.
8	Will our OD limits apply for new account/s	Yes, only the account number will change the rest of the details applicable to the account will remain the same.
9	How can we get our new account number/s	The Bank will send you an official communication regarding your new account number.
10	Will my loan number/s change	Yes. You will receive an official communication regarding your new account number.
11	How can I reach the bank for further queries / assistance on DFCC iConnect ?	You can reach out to your client servicing representative at the Payments & Cash Management Team or drop us an email on iConnectsupport@dfccbank.com
Loan Recovery		

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1	Will my loan due date change after the new system?	The due date will not change. However, since T24 is a 365 day system, the due date can fall on a weekend or a holiday. Accordingly, recoveries will take place on weekends and holidays as well.
2	Will my loan number(s) change after the new system?	Yes
3	How will I know my new loan number?	You can transact with the existing number as usual. However, the new loan number will appear in the first statement.
4	How can I view my past transaction details?	Dues and future rentals will be shown in T24, OB, VW Paid rentals will only be visible several days after the migration
Debit & Credit Cards		
1	Will my account numbers linked to the debit card be replaced with the new numbers ?	Yes but the card can continue to be used
2	Will my debit card number change?	No