

# KEY FACTS DOCUMENT

## DFCC CLUB AND SOCIETY PLUS



<b>Eligibility</b>	Societies, Clubs, Charitable Societies, Associations, Welfare Societies, Religious Bodies, Trade Unions, Village Societies, Death Donation Societies, Trade
<b>Key Features</b>	<ul style="list-style-type: none"><li>• Up to Rs. 25,000/- annual sponsorship</li></ul>
<b>Benefits and Value-Added Services</b>	<ul style="list-style-type: none"><li>• Branded cheque books</li><li>• Unlimited free cheque books</li><li>• Meeting room facility for conference and discussions</li><li>• Standing order set up fees are waived off</li><li>• Balance confirmation charges are waived off</li><li>• Discounted iConnect payment service</li><li>• Dedicated Relationship Officer</li><li>• Dedicated Treasury Officer for FX transactions</li><li>• Special cash collection services</li><li>• All benefits are under the proposition of DFCC business banking</li></ul>
<b>Procedures to be followed to open the account</b>	Visit nearest DFCC branch
<b>Fees and Charges</b>	Standard Fees and charges specified in the tariff. Please refer <a href="https://www.dfcc.lk/interest-rates/">https://www.dfcc.lk/interest-rates/</a>

<b>Terms &amp; Conditions</b>	<p>DFCC Business banking proposition conditions are applied subject to maintain the minimum balances for last 06 months</p> <p>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 or visit the Bank's corporate Website  <a href="https://www.dfcc.lk/">https://www.dfcc.lk/</a></p>
<b>Clarifications and Inquiry on Account Transactions</b>	<p><b>Contact Methods:</b> 24/7 hotline at 0112 350000</p> <p><b>Email:</b> care@dfccbank.com</p> <p>In-Branch assistance at any DFCC location</p> <p><b>Response Time:</b> Within 24 hours</p>
<b>Complaint Handling Procedure</b>	<p>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.</p> <p>Email: care@dfccbank.com</p> <p>Contacting our Call Centre: 0112 350 000</p> <p><b>Financial Ombudsman</b>  The Financial Ombudsman  No. 01, Bethesda Place, Milagiriya, Colombo 05  Tel: (011) 2 595624  Email: fosril@slt.net.lk   Website: www.financialombudsman.lk</p> <p>The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka  <a href="https://www.cbsl.gov.lk/en/fcrd">https://www.cbsl.gov.lk/en/fcrd</a></p>