

KEY FACTS DOCUMENT

JUNIOR PLUS ACCOUNT



Eligibility	Children who are Sri Lankan Citizens and under 18 years of age
Key Features	• High interest rate
Benefits and Value-Added Services	• Minimum deposit to open the Junior Account is LKR 1000 • High interest rate
Procedures to be followed to open the account	Required documents to open DFCC Junior Account • Account Mandate • National Identity Card/Valid Driving License/Valid Passport that carries the NIC Number • Address verification documents (If the address given to the Bank is different from the National Identity Card) • Birth Certificate of the minor • Any other document the Bank may require to establish the identity or eligibility of the applicant Visit the nearest Branch and submit duly completed documents to open the account
Fees and Charges	Standard Fees and charges specified in the tariff. Please refer https://www.dfcc.lk/interest-rates/

Terms & Conditions	• Initial deposit is Rs. 1000 • Accounts opened only in Sri Lankan Rupees • Account to be opened by parent or guardian • Withdrawals are not permitted • Non-residents/ non-nationals not permitted to open accounts 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 https://www.dfcc.lk/
Clarifications and Inquiry on Account Transactions	Contact Methods: 24/7 hotline at 0112 350000 Email: care@dfccbank.com In-Branch assistance at any DFCC location Response Time: Within 24 hours
Complaint Handling Procedure	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. Email: care@dfccbank.com Contacting our Call Centre: 0112 350 000

**Complaint
Handling
Procedure****Financial Ombudsman**

The Financial Ombudsman

No. 01, Bethesda Place, Milagiriya, Colombo 05

Tel: (011) 2 595624

Email: fosril@sltnet.lk

Website: www.financialombudsman.lk

The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka

<https://www.cbsl.gov.lk/en/fcrd>