

# KEY FACTS DOCUMENT

## DFCC TEEN ACCOUNT



Eligibility	Teens between 13 to 18 years of age
Key Features	<ul style="list-style-type: none"><li>• Exclusive personalized Teen Debit Card</li><li>• Cash withdrawals up to Rs.5,000/- per day from any ATM</li><li>• Purchases and online transactions up to 25,000/- per day</li><li>• Parents can decide their preferred transaction and operating limits (ATM &amp; POS) for the debit card issued with Teen cards</li></ul>
Benefits and Value-Added Services	<ul style="list-style-type: none"><li>• SMS alerts to parent/ guardian</li><li>• Keep track of transactions with E-statements</li><li>• Preferential interest rate</li><li>• Exclusive discounts/ offers at partner outlets.</li><li>• Convenience of Tap &amp; Pay up to Rs. 5,000 per day</li><li>• e-Statement</li><li>• SMS Alerts</li><li>• Chip based PayWave enabled Debit Card</li></ul>
Procedures to be followed to open the account	A teen with an ID can access services both online and in-person at a branch.
Fees and Charges	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>	<ul style="list-style-type: none"> <li>• Initial deposit is Rs.1,000.</li> <li>• Accounts opened only in Sri Lankan Rupees.</li> <li>• Account to be opened by parent or guardian.</li> <li>• Teens aged between 16 to 18 years can open their own account.</li> <li>• Withdrawals are permitted only through the Teen Debit Card via ATMs.</li> <li>• Joint accounts not allowed.</li> <li>• Non-residents/ non-nationals not permitted to open accounts.</li> </ul> <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  <b>Email:</b> care@dfccbank.com  In-Branch assistance at any DFCC location  <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  Contacting our Call Centre: 0112 350 000</p>

**Financial Ombudsman**

The Financial Ombudsman

No. 01, Bethesda Place, Milagiriya, Colombo 05

Tel: (011) 2 595624

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

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