

KEY FACTS DOCUMENT

SAFE DEPOSIT LOCKERS



Eligibility	Individuals - single or joint Trusts Societies / Clubs / Associations Proprietary / Partnership concerns Companies
Benefits and Value-Added Services	24x7 Security Controlled access with dual authorization Multiple size options
Documents Required	Locker Agreement Application for the Safe Deposit Locker Letter of set-off
Fees and Charges	The value of the deposits and the locker rental based on the category is available in the 'Rates & Tariff' in the DFCC website www.dfcc.lk
Terms & Conditions	Will differ as per the rental period, locker size and other factors. Will be disclosed at the time of obtaining the facility.

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 Financial Ombudsman The Financial Ombudsman No. 01, Bethesda Place, Milagiriya, Colombo 05 Tel: (011) 2 595624 Email: fosril@slt.net.lk Website: www.financialombudsman.lk