

KEY FACTS DOCUMENT

UTILITY OPERATIONS



Eligibility	Any individual or a corporate who requires to pay their utility bills
Key Features	CEB / NWS&DB / SLT / LECO / DIALOG (GSM/DBN/DTV) / MOBTEL - MCASH / CEYPETCO / DCSL / UNION ASSURANCE / CEYLINCO / SLIC
Documents Required	The type of document required may differ from one service provider to the other. The utility payment reference is mandatory.
Fees and Charges	The payment processing fee may differ as per the service provider. Fees as per the mode of payment will be as per the customer tariff.
Terms & Conditions	The payment processing time may differ from one service provider to the other depending on the on the T&C of the service provider.
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@sltnet.lk

Website: www.financialombudsman.lk