# NATIONAL DEVELOPMENT BANK PLC.

## KEY FACT DOCUMENT

### PRODUCT LIFECYCLE MANAGEMENT

- **NEOS Corporate**



**Classification:** Public

# KEY FACT DOCUMENT – NEOS CORPORATE

| The Product / Service | Financial and other benefits including any incentives & promotions | Fees /charges, commission, interest, | Procedure to be followed to obtain Product/Service, Key Risks | Major Terms and conditions |
|---|---|---|---|---|
| **NEOS Corporate** | • Customers are allowed to do the following transactions<br><br>1. SLIPS/OTT/RTGS/Internal Transfers/CEFT/Utility Payments / Drafts/Pay Orders<br><br>2. EPF/ETF Online Payments<br><br>3. Transaction Direct Input<br><br>4. Bulk File Uploads<br><br>5. Bank Statement Generation for past 3 months<br><br>6. Online Cheque Printing<br><br>7. Can download the advice for online transaction<br>• Ease of performing transactions via online<br>• Customer gets a receipt for all transactions containing a summary of the transaction | Please refer the 'Tariff' sheet uploaded in the 'Downloads' section in the NDB bank corporate website | • Client has to submit the original application forms to PLM operations team or the nearest branch. | 1. This service is offered only to Business Entities<br>2. Please refer the following path to access the Terms and Conditions pertaining to NEOS Corporate services:<br>Downloads > Corporate Online Banking Application Forms - New Customer >Electronic Banking Terms and Conditions |

## Share your feedback with us

We are committed to delivering our services to your satisfaction at all times.
Your feedback will help us learn how well we meet your expectations and improve where necessary.



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**How to share your feedback:**

You may contact your Branch Manager or your Relationship Manager

Contact the 24 hour Call Centre on +94 (0) 11 2448888

E-mail us at: contact@ndbbank.com

Write to: The Manager Customer Relationship Management. National Development Bank PLC. No 40, Nawam Mawatha, Colombo 02.

**Complaint handling procedure**

In the event of a complaint, customer may contact the Relationship Manager directly or contact the NDB Call Centre on 0112 448888.

**How we respond:**

Upon receipt of a Complaint, we will record it in the Bank's Complaint Tracking System and attempt to resolve the concern immediately. In the event we are unable to do so, we will provide you with a solution within three working days. If we are unable to meet this time line due to the nature of the complaint, we will update you with an estimated response time.

In the event you are not entirely satisfied with our response to your concern, you may contact the Office of the Financial Ombudsman of Sri Lanka or Financial Consumer Relations Department (FCRD) of Central Bank of Sri Lanka.

**Ms Sandhyani Wijesinghe**

The Financial Ombudsman

Address: No. 01, Bethesda Place, Milagiriya, Colombo 05

Direct Line: +94 112595625 General Line/Fax: +94 112595624

Email: fosril@sltnet.lk Website: financialombudsman.lk

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

Address: Financial Consumer Relations Department,

No. 30, Janadhipathi Mawatha, Colombo 01.

Hotline for Inquiries: 1935 Telephone: +94 112477966

Fax: +94 112477444 Email: fcrd@cbsl.lk



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