

NATIONAL DEVELOPMENT BANK PLC.

KEY FACT DOCUMENT

- *Agency Banking - cash & cheque collection/delivery*

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The Product / Service	Financial and other benefits including any incentives & promotions	Fees /charges, commission, interest,	Procedure to be followed to obtain Product/Service	Major Terms and conditions
Agency banking – cash/cheque collection and delivery	- Ease of handling cash and managing liquidity through using the service - Customer gets a trust receipt for all transactions containing a summary of the transaction - High security and insurance cover on any risk covering the entire process of cash collection/delivery - Collection and delivery of cash at the client specified time - Internal controls, systems and personnel to adequately monitor and control the Services	Varies depending on the agency banking activities that would be carried out	Customers can contact the branch/RM and request for Agency Banking service. Based on the details provided the service provide, bank and the client would enter to a tri-partite agreement.	- This service is offered to business customers - The facilities will be available at the sole discretion of the bank - At the time of the collection, any mismatch and mutilated currency notes will not be accepted as part of a bundle or as a separate bundle. - If the Company is unable to deliver the Cash within the given time, the Company shall inform the Customer/Bank as the case may be immediately via telephone and within 24 hours in writing - Either Party may terminate this Agreement before the expiry of the Term by giving the other Party thirty (30) days prior notice in writing - NDB Call Center can be reached on +94 112 448888

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.

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.

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.

Mr. Ananda Kumaradasa

The Financial Ombudsman

Office of the Financial Ombudsman

143A, Vajira Road

Colombo 05

Contact number: +94 11 259 5624

TeleFax: +94 11 259 5625

Email: fosril@sltnet.lk

Website: www.financialombudsman.lk