

NATIONAL DEVELOPMENT BANK PLC.

KEY FACT DOCUMENT

PRODUCT LIFECYCLE MANAGEMENT

- *Agency Banking*

KEY FACT DOCUMENT – AGENCY BANKING

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
Agency Banking Service	Customers are allowed to do the following transactions to and from LKR accounts : 1. Cash deposits (Any account) 2. Utility bill payments via cash (Any customer) 3. Utility bill payments via account (As per Banks policy & procedures) 4. Cash Withdrawal • Ease of performing transactions using the service where the branch staff extending services at customer location. • Customer gets a receipt for all transactions containing a summary of the transaction • Customers are also offered with alerts via email or SMS for transactions as per customer's request:	Please refer the 'Tariff' sheet uploaded in the 'Downloads' section in the NDB bank corporate website	• Customer can use the facility if there is a NDB Agent in the area	• This service is offered to individual and business customers (small scale businesses) • Customer authentication will be validated by OTP, sent to customer's registered telephone number in the core banking system • The facilities will be available at the sole discretion of the bank • Customers shall be required to inform of any dispute in the transactions to the NDB Call Center within 24 hours of performing the transaction, mentioning the relevant information pertaining to the concerned transaction and the relevant agent. • 24 hour 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

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