



# NATIONAL DEVELOPMENT BANK PLC.

## KEY FACT DOCUMENTS

### RETAIL BANKING

- *Diplomatic Foreign Currency Accounts (DFA) and Diplomatic Rupee Accounts (DRAs)*

## KEY FACT DOCUMENT – Diplomatic Foreign Currency Accounts (DFA) and Diplomatic Rupee Accounts (DRAs)

| The Product / Service   | Financial and other benefits including any incentives & promotions  | Fees /charges, commission, interest etc.      | Procedure to be followed to obtain Product/Service   | Major Terms and conditions  |
|---|---|---|--|---|
| <p><b>Diplomatic Foreign Currency Accounts (DFA) and Diplomatic Rupee Accounts (DRAs)</b></p> | <ul style="list-style-type: none"> <li>• Debit Card Facilities</li> <li>• Internet Banking</li> <li>• Mobile Banking</li> </ul> <p><b><u>Permitted Credits –DFA</u></b></p> <ul style="list-style-type: none"> <li>• Remittances in foreign exchange received from outside Sri Lanka.</li> <li>• Foreign currency brought into Sri Lanka by the account holder.</li> <li>• Transfers from Inward Investment Accounts and accounts maintained in the Offshore Banking Units of</li> <li>• Transfers from Diplomatic Foreign Currency Accounts and Diplomatic Rupee Accounts</li> </ul> <p><b><u>Permitted Debits- DFA</u></b></p> <ul style="list-style-type: none"> <li>• Any outward remittances made outside Sri Lanka.</li> <li>• Withdrawal in foreign currency or in Sri Lanka Rupees for local expenses of the account holder.</li> <li>• Transfers to Inward Investment Accounts and accounts maintained in the Offshore Banking Unit of the same account holder.</li> <li>• Transfers to Diplomatic Foreign Currency Accounts and Diplomatic Rupee Accounts, irrespective of the account holder.</li> <li>• Transfers to Personal Foreign Currency Accounts of any other person.</li> </ul> <p><b><u>Permitted Credits –DRA</u></b></p> <ul style="list-style-type: none"> <li>• Remittances in foreign exchange received from outside Sri Lanka.</li> <li>• Refunds, reimbursements and payments due to the account holder from any person in Sri Lanka.</li> <li>• Sale proceeds of motor vehicles owned by the account holder, derived in Sri Lanka upon submission of documents by the account holder.</li> </ul> | <p>Please refer the banks tariff booklet.</p> | <ul style="list-style-type: none"> <li>• The Customer to submit the Bank's Account Opening documentation, Identification documents and other documents that may be requested by the Bank.</li> </ul> | <ul style="list-style-type: none"> <li>• Accounts can be opened by Foreign Diplomatic Missions and Family members of Diplomatic personnel, in Sri Lanka, who hold diplomatic or non-diplomatic passport and have been exempted from the requirement of obtaining resident visa issued by the Department of Immigration and Emigration.</li> <li>• Accounts can be maintained in Current, Savings or Term Deposits</li> <li>• No Cheque books can be issued</li> </ul> |

**Permitted Debits –DRA**

- Disbursements in Sri Lanka in Sri Lanka Rupees.
- Outward remittances of visa fees, refunds, reimbursements and sale proceeds of motor vehicles owned by the account holder.
- Transfers to Inward Investment Accounts of the same account holder.
- Transactions approved by the relevant line Ministry.

**For more details on the Permitted Debits and Credits – Please refer Foreign Exchange Gazette relating to DFAs and DRAs and Direction No. 5 and 24 of 2017**

## Complaint Procedure

The following methods are available for customers to lodge complaints

- Through the Branch Manager or the Relationship Manager
- Through our call centre
- E-mail us at: [contact@ndbbank.com](mailto:contact@ndbbank.com)
- Write to: The Manager Customer Relationship Management. National Development Bank PLC. No 40, Nawam Mawatha, Colombo 02.

In the event a satisfactory solution is not provided by the bank, customer can escalate his/her complaint to the office of the Financial Ombudsman of Sri Lanka.

**The contact details of the Financial Ombudsman are:**

**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@slt.net.lk](mailto:fosril@slt.net.lk)

**Website:** [www.financialombudsman.lk](http://www.financialombudsman.lk)