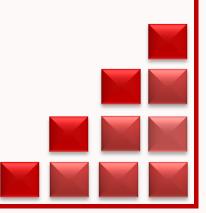


• Diplomatic Foreign Currency Accounts (DFA) and Diplomatic Rupee Accounts (DRAs)



KEY FACT DOCUMENT -	- Diplomatic Fo	oreign Currency	Accounts (DFA)	and Diplomatic Ru	pee Accounts (DRAs)
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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
Diplomatic Foreign Currency Accounts (DFA) and Diplomatic Rupee Accounts (DRAs)	 Debit Card Facilities Internet Banking Mobile Banking Permitted Credits – DFA Remittances in foreign exchange received from outside Sri Lanka. Foreign currency brought into Sri Lanka by the account holder. Transfers from Inward Investment Accounts and accounts maintained in the Offshore Banking Units of Transfers from Diplomatic Foreign Currency Accounts and Diplomatic Rupee Accounts Permitted Debits- DFA Any outward remittances made outside Sri Lanka. Withdrawal in foreign currency or in Sri Lanka Rupees for local expenses of the account holder. Transfers to Inward Investment Accounts and accounts maintained in the Offshore Banking Unit of the same account holder. Transfers to Diplomatic Foreign Currency Accounts and Diplomatic Rupee Accounts, irrespective of the account holder. Transfers to Personal Foreign Currency Accounts of any other person. Permitted Credits – DRA Remittances in foreign exchange received from outside Sri Lanka. Refunds, reimbursements and payments due to the account holder from any person in Sri Lanka. Sale proceeds of motor vehicles owned by the account holder, derived in Sri Lanka upon submission of documents by the account holder. 	Please refer the banks tariff booklet.	The Customer to submit the Bank's Account Opening documentation, Identification documents and other documents that may be requested by the Bank. Bank.	 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 residenr visa issued by the Department of Immigration and Emigration. Accounts can be maintained in Current, Savings or Term Deposits No Cheque books can be issued

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
- 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@sltnet.lk

Website: www.financialombudsman.lk