



NATIONAL DEVELOPMENT BANK PLC.

KEY FACT DOCUMENTS

RETAIL BANKING

- *SENIOR FOREIGN NATIONALS'- SPECIAL ACCOUNTS*

KEY FACT DOCUMENT – SENIOR FOREIGN NATIONALS'- SPECIAL ACCOUNTS

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
SENIOR FOREIGN NATIONALS'- SPECIAL ACCOUNTS	<ul style="list-style-type: none"> • Internet Banking • Mobile Banking <p><u>Permitted Credits</u></p> <ul style="list-style-type: none"> • Inward remittances or foreign currency brought into the country by the account holder. <p><u>Permitted Debits</u></p> <ul style="list-style-type: none"> • Local expenses of the investor and his dependents • Outward remittances for payments related to current transactions of the account holder and /or his dependents residing in Sri Lanka <p>For more information please refer Direction No 07 of 2017 dated 20.11.2017 issued by the Director Department of Foreign Exchange.</p>	<p>Please refer the banks tariff booklet.</p>	<ul style="list-style-type: none"> • The Customer to submit the Banks Account Opening documentation, Identification documents and other documents that may be requested by the Bank. 	<ul style="list-style-type: none"> • The account can be opened by Senior Foreign Nationals aged 55 years and above who have obtained a Residence Visa under the “ Sri Lanka – MY DREAM HOME PROGRAMME “ • Accounts can be opened in Current, Savings or Term Deposits • The account to be opened depositing the minimum initial sum of USD 15,000 or an equivalent amount in any convertible foreign currency.

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.

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

Website: www.financialombudsman.lk