



NATIONAL DEVELOPMENT BANK PLC.

KEY FACT DOCUMENTS

DIGITAL FINANCIAL SERVICES

- *SMS Alerts System*

KEY FACT DOCUMENT – SMS ALERTS

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
<p>SMS Alerts Service</p>	<ul style="list-style-type: none"> Customers are offered with real-time transaction alerts for all or selected accounts as per customer's desire Customer will have a record of all transactions done through his accounts with relevant details Any fraudulent transactions performed on the account(s) can be noticed promptly and further such transactions can be avoided Customers have the option to set up thresholds for transactions and to set up "Do Not Disturb" times for reminder alerts 	<p>Please refer the Tariff Booklet by clicking on the below link https://www.ndbbank.com/cms/media/2065/01092019-5cb549902b580dfc0d9a6fbc52c5e7cdabc2e376.pdf</p>	<ul style="list-style-type: none"> Existing account holders can register for SMS Alerts by Calling the Call Center or by visiting branch and submitting the "SMS Alerts Service Registration Form For Individual Customers" https://www.ndbbank.com/cms/media/1737/SMS-Alerts-Service-Registration-f49ed326675c940a42cdddf2a26a91d18b94ce66.pdf At the time of new account opening, customers can register for SMS Alerts through the "Account Mandate " https://www.ndbbank.com/cms/media/1551/Personal-Ac-Opening-Form-New-20022019-1-94401ce7d5710013fc78f8f66c8ca1df0041403c.pdf At the time of applying for Debit cards, customers can register for SMS Alerts through the "Debit Card Application form" https://www.ndbbank.com/cms/media/2062/New-application-bf13e131df765ed6640c92671b1e4de7bd553760.pdf When registering for retail online Banking customers can register for SMS alerts through the declaration form "Registration slip to be used when granting NBO"- https://www.ndbbank.com/cms/media/1739/Registration-Slip-to-be-Used-for-SMS-Alerts-when-Granting-NBO-fdc8ecddcd3dde26a0ea497b3d0d96d1aa17ddbc.pdf 	<ul style="list-style-type: none"> The service is offered to individual customers The customer shall use his/ her mobile phone, the number of which has been informed to the Bank to access the Service(s) (designated mobile phone). The customer should promptly inform the bank of any loss or theft of the customer's mobile phone number by calling NDB Call Center on +94 112 448888 For further details please refer the T&C available in the below link under SMS Alerts section https://www.ndbbank.com/downloads

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 (Branch Contact Details) 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