



NATIONAL DEVELOPMENT BANK PLC.

KEY FACT DOCUMENTS

DIGITAL FINANCIAL SERVICES

- *BANK2U SYSTEM*

KEY FACT DOCUMENT – BANK2U

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>Bank2U</p>	<ul style="list-style-type: none"> Customers are allowed to do the following transactions to and from LKR accounts : <ol style="list-style-type: none"> Cash deposits (Any account) Utility bill payments via cash (Any customer) Utility bill payments via account Fund Transfer - Own accounts Fund Transfer - Other NDB accounts Cash Withdrawal Balance inquiry Mini Statement <p><i>Note: Above transactions are allowed as per the Bank's policies procedures</i></p> <ul style="list-style-type: none"> Customers can easily perform transactions using the service where the branch staff extends services at customer locations. Customers get a receipt for all transactions containing a summary of the transaction Customers are also offered transaction alerts via email or SMS as per customer's request 	<p>Please refer the Tariff Booklet by clicking on the below link</p> <p>https://www.ndbbank.com/cms/media/3080/Tariff-Final-Web-Effective-from-01102020-77870fb928ef85d70f8fd255af720ff932f85258.pdf</p>	<ul style="list-style-type: none"> Customers can call the branch and request for Bank2U facility. If the branch in that area operates B2U, customer can avail the B2U service. Branch staff will have a regular customer base that they will visit to collect funds on a regular basis to provide extended banking facilities at the convenience of the customer. 	<ul style="list-style-type: none"> This service is offered to individual and business customers (Only certain transaction types are allowed for Business customers) Branch staff will use the Bank2U tab / POS provided by the Bank to carry out banking operations Customer authentication will be carried out by OTP, sent to customer's registered mobile 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 with transactions to the NDB Call Center within 24 hours of performing the transaction, mentioning the relevant information pertaining to the concerned transaction. The Bank's general terms and conditions for operating accounts shall be applicable. 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 (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

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