

NATIONAL DEVELOPMENT BANK PLC.

KEY FACT DOCUMENTS

CREDIT CARDS

The Products / Services

NDB credit cards create value to the customer in five

- Silver card
- Platinum card
- Premier Platinum card
- Signature card
- Infinite card

For more details please refer <https://www.ndbbank.com/cards>

Financial and other benefits including any incentives & promotions

- Exclusive access to indulge in special offers throughout the year
- Convenient installment plans
- Credit cards issued under five categories.
- Convenience of obtaining supplementary cards for immediate family members
- NDB cards are VISA branded EMV Chip enabled enhancing convenience at all times
- Card limit upgrading facilitated subject to proof of income
- Temporary Limits / Bonus limits / In excess -Emergency hospital bill payments facilitated up to a maximum of 30 days after verification of satisfactory track record.
- Cards issued for RFC, NRFC and RNNFC accounts will be subject to CBSL guide lines
- Balance transfer options
- Cash advance Option (NDB Infinite Credit Cards Up to maximum of 75% of Credit Card Limit subject to available balance and NDB Signature, Platinum, and Silver Credits Cards up to maximum of 50% of Credit Card Limit subject to available balance)

Fees /charges, commission, interest etc

Please visit; <https://bit.ly/3wjKcix>

Procedure to be followed to obtain Product/Service

- The NDB Credit Card application can be obtained from any NDB Branch or downloaded from the web site and must be duly completed.
- Bank staff will seek additional verification documentation to verify creditworthiness of the customer
- Card will be couriered to the customer and if the customer requests the card to be sent to a branch, card will be send to respective branch.
- Personal Identification Number (PIN) will reach the customer via registered post
- Customer will need to contact the NDB call center to activate the card prior to usage

Important Terms

- All credit card processing and issuance will be subject to credit evaluation upon submission of required documentation and will be executed at the sole discretion of the bank.
- Credit Cards and supplementary shall be issued only to an individual who is a citizen or a resident of Sri Lanka who is above 18 to 75 years of age on the date of the application and has independent financial means.
- Customer is liable to pay the bank all due charges including late payment
- Credit card takeover and limit enhancements facilitated subject to bank's discretion
- As per governing regulations, periodic reporting of credit card outstanding amount and arrears will be done to Credit Information Bureau of Sri Lanka (CRIB) for reference of all financial institutions.

Reporting procedure of Credit Card information to CRIB (Credit Information Bureau of Sri Lanka)

Whenever the Bank grants a fresh Credit Card to a cardholder, the credit limit, balance outstanding of the Credit Card, number of overdue days, security offered and / or guarantors' information will be reported to CRIB at the end of the month, under the National Identity Card Number / Passport Number of the cardholder for the tenor the cardholder continues the Credit Card facility with the bank.

Advantages to borrowers from CRIB reporting,

- When a Cardholder repays the Credit Cards on time and maintains a good track record, obtaining credit facilities from Banks / Financial Institutions is easier.

Disadvantages to borrowers if they default,

- The Cardholder may not be able to obtain a credit facility, since clear CRIB is mandatory requirement by financial institutions when granting credit facilities.
- The Cardholder may have to abide to the additional terms and conditions of the financial institutions.

To maintain a good credit history record at CRIB,

- pay your minimum due amount or the total outstanding amount mentioned in your credit card statement on or before the due date
- Check your credit history periodically (Refer instruction in www.crib.lk)
- In case of discrepancies in the credit report, rectify it immediately by informing your financial institution or CRIB.

Complaint Procedure

- Cardholders can lodge a complaint pertaining to any issues with regard to the NDB Credit Card products or Services.
- If we are unable to resolve the matter immediately, we will provide you with a solution within three working days of receiving your feedback. However, some issues may be more complex and could take a little longer to resolve. In this case, we will provide you with an estimated response time.

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 Experience 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.

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