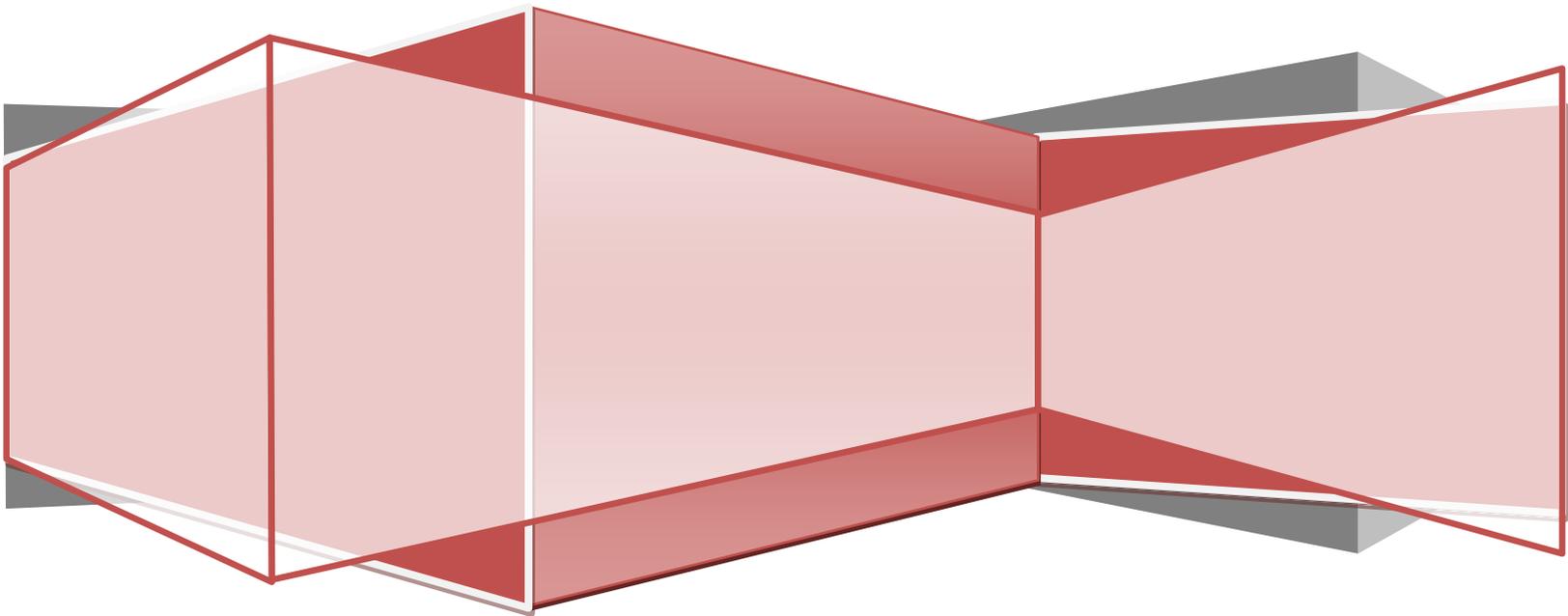


Western Union Payments

Key Fact Document



All you need to know about Western Union Payments with DFCC Bank

Are you still thinking of a way to collect money transferred internationally to you? DFCC bank offers you to collect such cash sent through Western Union and would like to help you understand the features of the functionality so you can visit a DFCC Bank branch at your convenience.

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1. Western Union Payment

Western Union payment is a method of transferring money through Western Union agents which is a well secured and a widely used money transferring option. It allows you to receive money sent from across the world within minutes.

It is an easy and a convenient way to receive funds.

2. How does DFCC help you with Western Union Payments?

DFCC helps you to collect your money by visiting any of DFCC Bank Branch at your convenience to collect money sent via Western union very easily.

3. What do you need to receive money from Western Union?

- National Identity card / Driving License or the Passport.
- Money Transfer Control Number (MTCN).
- Sender Details.

4. What are the details you need to know about the sender?

- Full Name of the Sender.
- Name of the Country where the Funds transferred from.
- Transferred Amount.

5. Is it necessary to have a DFCC account to receive/utilize the cash/facility?

No.

6. How much does it cost to receive money through Western Union?

We do not charge you and offer you a Free Service.

7. What are the key factors to reflect on making the payment?

- Should ensure to prove the identification with a valid government issued document (NIC, Passport or DL).
- Proper details of the sender should be disclosed.
- Accurate MTCN (Money Transfer Control Number) number is mandatory to get the transaction processed.

8. Can someone else pick up Western Union money from the Bank?

We regret to inform that a third party collecting money will not be validated by the Bank.

9. What is the time period for Western Union Payments?

You can visit any of our branches during the business hours of Mondays to Fridays from 9.00 am to 3.00 pm to receive your money through Western Union.

10. Contacting Us

You can call us on our 24 hour call centre on +94(11)2350000 or write to us on info@dfccbank.com

You can also visit any of our Branches as detailed on our website.