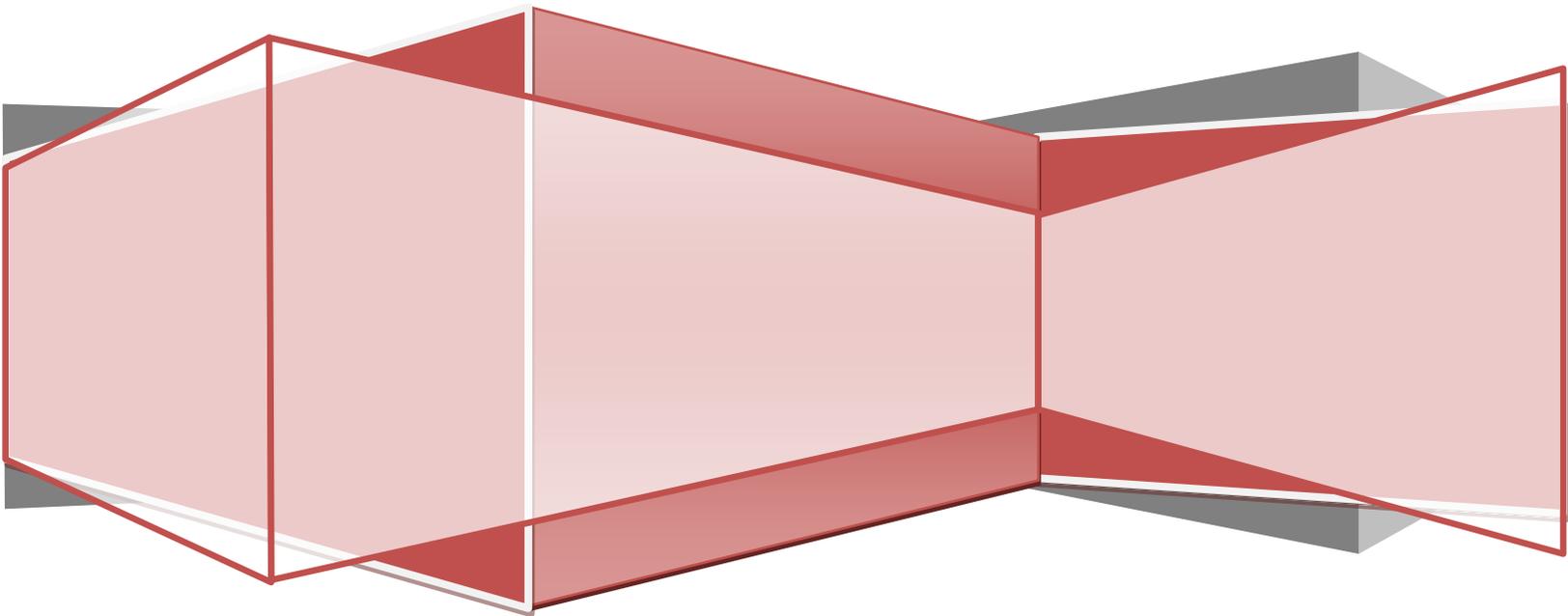


Utility Payments

Key Fact Document



All you need to know about Utility Payments with DFCC Bank

If you are planning to do a Utility payment with us, we would like to help you understand to make the payment simply and securely.

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1. Utility Payment

Utility payment is a cost/ charge that need to be paid to the utility providers after consuming the service such as electricity, water, prepaid/postpaid mobile payments, etc.

With DFCC, utility payments have been made easier and digitized for your convenience to make the payment simply and securely.

2. Types of Utility Payments accepted at DFCC

Below are the Utility Service Providers the Bank is tied up with in order to make your life easier.

- Mobitel
- Lanka Electricity Company (LECO)
- Dialog Mobile
- Dialog TV
- Lanka Bell
- Ceylon Electricity Board (CEB)
- Sri Lanka Telecom (SLT)
- National Water Supply & Drainage Board
- US Visa Payments - [Only through Counter Transactions](#)
- Etisalat - [Only via the Pay & Go Machine](#)
- Airtel - [Only via the Pay & Go Machine](#)

3. How can you get a Utility Transaction Processed?

DFCC Bank offers you various options and we invite you to use the most convenient way for you to process the transaction.

With the newly developed technology you don't have to be at the pay point physically but simply use a digital platform to proceed with the transaction. Nevertheless, the Bank will never fail to help you if you visit the nearest DFCC Bank Branch to make the payment.

4. What form of Banking Methods can be used to process utility transactions?

- Online Banking
- Virtual Wallet
- DFCC Pay & Go
- ATM / CRM
- DFCC Branch Counters

5. Is a charge applicable for utility payments processed through DFCC?

Most of the utility payments processed through digital platforms will be free of charge while a processing fee of Rs.25 will be charged for few counter transactions.

You can refer our Bank Tariff for more details through our website - www.dfcc.lk

6. What are the key factors to reflect on making the Utility Payment?

- The correct utility provider should be selected when performing the transaction.
- Should ensure that the mandatory fields are entered with accurate details (Ex: Mobile Number, Bill alias, Amount, etc.).

- If a counter transaction, should ensure that the correct amount is brought to deposit other than the above.

7. How long will it take to get the Utility processed transaction realized?

The payment will get realized as soon as the processed transaction gets updated in respective systems of Utility Service Provider's which is not later than one working day.

8. 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.