

KEY FACT DOCUMENT

BUSINESS INTERNET BANKING

Nature of the Product	Key Features	Fees & Other Charges	Procedures to be followed to obtain the facility	Main Terms & Conditions
SDB's Corporate Internet Banking Solution is built to make banking more efficient, user-friendly, intelligent, and secure for businesses.	<ul style="list-style-type: none"> <li>Account Balance inquiry</li> <li>Fund Transfer to SDB and other banks</li> <li>Statement Generation</li> <li>Bill payments</li> <li>Bulk transfer facilities</li> </ul>	<p>Currently, there is no registration fee, no annual fee, and no charges for fund transfers to other bank accounts.</p> <p><b>Bill Payments:</b></p> <ul style="list-style-type: none"> <li>•Up to 5,000 - Rs.30/= per bill payment</li> <li>•Above 5,000 - Rs. 40/= per bill payment</li> </ul> <p>For more information, you can contact our Call Centre at 011 5 411 411 or visit our bank's website at <a href="https://www.sdb.lk">https://www.sdb.lk</a></p>	<p>A SDB account must be opened with business registration.</p> <p>The Business Internet Banking application, along with the configuration, and the essential details form, must be completed.</p> <p>For more information, you can reach our Call Centre on 011 5 411 411 or visit the nearest branch.</p>	<p>This facility is available only for business accounts.</p> <p>The maximum fund transfer amount is Rs. 5 million.</p> <p>More information; <a href="https://www.sdb.lk/en/digital-banking/business-internet-banking">https://www.sdb.lk/en/digital-banking/business-internet-banking</a></p>

Complaint Handling Procedure

Customers can provide their feedback and submit any complaints through the following options.

- You can contact SDB Bank's call center at 011 5 411 411, the Head Office Customer Complaint Handling Unit at 011 2 832 571 or via email at [customercare@sdb.lk](mailto:customercare@sdb.lk) or reach the Central Complaints Handling Officer at [headfcp@SDB.lk](mailto:headfcp@SDB.lk) . For more information on the customer complaint handling process, please visit our bank’s website at <https://www.sdb.lk>
- **Please Post your complaints to:**  
In-charge, Customer Complaint Handling Unit,  
SDB Bank Head Office, No. 12, Edmonton Road, Kirulapone, Colombo 06.
- For any concerns or inquiries about our products or services, you can contact any of our branches (nearest to you) or reach out to our Call Center. To find the nearest branch, please call the Call Center at 011 5 411 411 or visit our bank's website at <https://www.sdb.lk>