

KEY FACT DOCUMENT

SMS BANKING

Nature of the Product	Key Features	Fees & Other Charges	Procedures to be followed to obtain the facility	Main Terms & Conditions
SMS banking enables you to monitor your bank account anytime, anywhere.	Receive SMS alerts for every transaction.	Registration fee -Rs. 350/= Annual fee -Rs. 350/= For more information, you can contact our Call Centre at 011 5 411 411 or visit our bank's website at https://www.sdb.lk/en/fees-and-charges .	Open an account with SDB Bank. For more information, you can reach our Call Centre on 011 5 411 411 or visit the nearest branch.	The mobile number must be registered under the customer's details.

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 or reach the Central Complaints Handling Officer at 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>



#whereyouarevalued