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.	• Account Balance inquiry • Fund Transfer to SDB and other banks • Statement Generation • Bill payments • Bulk transfer facilities	Currently, there is no registration fee, no annual fee, and no charges for fund transfers to other bank accounts. **Bill Payments:** •Up to 5,000 - Rs.30/= per bill payment •Above 5,000 - Rs. 40/= per bill payment 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.	A SDB account must be opened with business registration. The Business Internet Banking application, along with the configuration, and the essential details form, must be completed. For more information, you can reach our Call Centre on 011 5 411 411 or visit the nearest branch.	This facility is available only for business accounts. The maximum fund transfer amount is Rs. 5 million. More information; https://www.sdb.lk/en/digital-banking/business-internet-banking

❖ Complaint Handling Procedure:

Customers can express their views and submit complaints through the following channels,

1. SDB Customer Complaint Handling Unit

• You can contact the Customer Complaint Handling Unit at 011 4 079 405 or email to customercare@sdb.lk.

• You can mail your complaints to: Manager - Customer Complaint Handling, SDB Bank, Butani Capital Tower, No. 149, Kirulapana Avenue, Colombo 5.

• For more information on the Customer Complaint Handling Process, please visit our Bank's website at https://www.sdb.lk/en/customer-complaint-handling-processe.

2. SDB Call Centre

• You can contact our SDB Bank Call Centre, which operates 24hours/7days via 011 5 411 411 or email to info@sdb.lk.

❖ For inquiries regarding SDB products or services

• You can contact any of our branches near you. To find the nearest branch, visit our bank's website at https://www.sdb.lk/en/branch.