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 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

KEY FACT DOCUMENT

SMS BANKING

- 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.