DFCC Bank Celebrated International Customer Service Week 2023





DFCC Bank marked International Customer Service Week 2023 with a series of events that resonated with this year's theme, 'Team Service'. This celebration underscores DFCC Bank's unwavering commitment to exceptional customer service, the spirit of teamwork, and its relentless pursuit of becoming the most customer-centric Bank in the country. Several internal and external events and activities were organized to mark the occasion, including the DFCC Staff Quiz, the flagship event, and various internal communications and activities, including inspiring quotes, podcasts, and other efforts to promote team spirit.

The week started with heartfelt messages of inspiration and dedication from Thimal Perera, CEO, and Aasiri Iddamalgoda, Senior Vice President, Head of Retail Banking and SME. Their thought-provoking insights highlighted the significance of teamwork

in delivering remarkable customer service. They also took a moment to appreciate all the hard work and sacrifice that makes outstanding customer experiences possible. Thimal Perera, the CEO, commented, “This year’s theme, ‘Team Service’, highlighted the importance of working together to deliver exceptional customer experiences. We can only delight our customers the way we do because we work so cohesively as a team. This incredible spirit was on display at the Staff Quiz. I take this opportunity to congratulate the winners and appreciate each team for their valued participation and invaluable contributions to customer service at DFCC Bank. I am pleased to note that we effectively used International Customer Service Week to highlight the value of exceptional customer service and appreciate all who make it happen daily at DFCC Bank.”

DFCC Bank is ranked among Business Today’s Top 40 Corporates in Sri Lanka.