DFCC Bank Launches Online Digital Onboarding Facility



DFCC Bank has rolled out its much-awaited network- wide 100 percent online digital customer onboarding platform. This marks an important milestone on the bank's digital journey, empowering new customers to open accounts and other facilities online without relying on manual or paper-based processes. Accordingly, customers can now enjoy unparalleled ease and convenience, signing up for DFCC Bank's services from anywhere at any time. There is no longer any need to travel to the bank, stand in queues, fill out paper forms, or wait for accounts to be activated.

DFCC Bank now digitizes the entire process for a friendly, seamless, and virtually instant experience. Customers will also have access to live agent support and assistance during onboarding.

Aasiri Iddamalgoda, Senior Vice President of Retail Banking and SME at DFCC Bank, said, "To create a unique, friendly, and seamless bank- ing experience, we have recognized that Sri Lankans seek convenience and ease of access. As a champion of digital empowerment, we've collaborated with all stakeholders to introduce a truly digital and online customer onboarding platform, enabling genuinely online account

opening. This landmark achievement aligns our customer experience with global standards for convenience, simplicity, and ease. It also supports our sustainability goals, reducing reliance on paper and customers' physical need to visit the bank."

The new platform also enables other convenient features to ensure a seamless experience. These include checking your application status, opening both LKR and FCY accounts, saving your partially completed application, and resuming the process seamlessly from where you left off later.

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