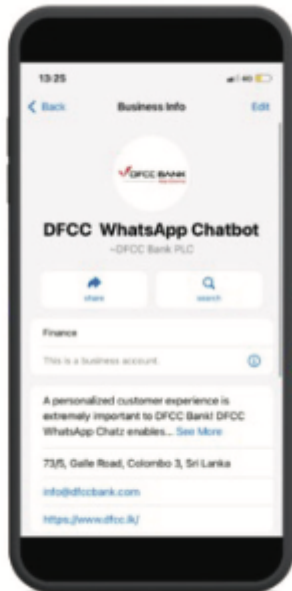


# DFCC Bank Offers 24/7 Convenient and Instant Support with DFCC Chatz



DFCC Bank is a full-service commercial bank offering a wide range of transactional, savings, and investment products and services, supported by innovative and pioneering digital banking technology. Understanding that convenience is vital in today's fast-paced world and that 24/7 instant customer support is essential, DFCC Bank has launched DFCC Chatz on WhatsApp. DFCC Chatz is the most convenient, quick, and effortless way to connect with DFCC Bank, and now customers can use WhatsApp to obtain instant customer support anytime, anywhere.

Powered by a state-of-the-art digital chatbot assistant, DFCC Chatz can instantly answer common customer questions and request human intervention where necessary. The service is available in English, Sinhala, and Tamil 24/7. Customers need to save the DFCC Chatz phone number to their WhatsApp and initiate a conversation by typing "Hi" and requesting assistance. DFCC Chatz can be connected via WhatsApp at 077 023 5000.

Dinesh Jebamani, Vice President of Digital Strategy at DFCC Bank, said, "WhatsApp is the most convenient way for most people to connect. Understanding

that, and driven by our customer-centric approach, we have decided to make it easy to connect with us. So, if ever you need instant support with a personal touch from DFCC Bank, you must type “Hi” to DFCC Chatz on WhatsApp. This will instantly connect you to DFCC Bank’s digital assistant, who can help you solve general issues. For human assistance, an option will be provided to transfer to a real customer service agent for live assistance. DFCC Chatz has been designed using AI to be interactive and conversational and is our omnichannel digital assistant and available across digital channels, including Facebook Messenger, Viber, DFCC Bank’s Website, and WhatsApp. The simple, user-friendly interface ensures customers can experience conversational, friendly, and quick service at any time, from anywhere. It was also one of the first digital assistants to be unveiled in Sri Lanka, driven by DFCC Bank’s pioneering spirit in digital innovation and enablement in banking and finance.”

DFCC Bank was ranked amongst Business Today’s Top 40 Corporates in Sri Lanka.