

DFCC Bank Sets New Benchmark with Digital Tax Certificate Downloads



DFCC Bank announced the launch of a new feature to its online banking platform

that allows customers to download their Advance Income

Tax Certificates directly. This eliminates the need to visit a branch and provides 24/7 instant access for customers while promoting a greener solution. This development, driven by our unwavering commitment to our customers, aligns with DFCC Bank's strategic vision of emerging as the most customer-centric and digitally- enabled bank by 2025 and sets a new benchmark in the banking and financial services sector.

Omar Sahib, Chief Digital Officer at DFCC Bank, explained, "We are constantly striving to enhance our digital services to meet the evolving needs of our customers. The ability to download Advance Income Tax Certificates online reflects our commitment to convenience, efficiency, and sustainability and our position as a digital banking pioneer in Sri Lanka. We understand the value of our customers' time and aim to provide solutions that simplify their banking experience, making it more seamless and accessible. Furthermore, this initiative also aligns with our sustainability objectives, which include encouraging paperless banking to reduce reliance on paper – a significant cost to businesses, customers, and the environment."

Continuously innovating on the digital front and leveraging strategic partnerships, DFCC Bank has recently rolled out a slew of new features and cross- functionalities across its digital platforms.

These have made for seamless payments to statutory bodies and several other government departments, among many other convenient features.

The bank was also the first to accept digital signatures formally and has rolled out an online customer on- boarding platform backed by a new state-of-the-art core banking system.

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