

DFCC Bank Signs MoU With The Department For Registration Of Persons



Exchanging the MoU by Achintha Hewanayake, Chief Operating Officer, DFCC Bank (fourth from left) with P V Gunathilake, Commissioner General, Department for Registration (fifth from right) flanked by the officials of DFCC Bank and the Department of registrations.

To optimize its overall customer verification process while developing the country through the carefully planned digital road map put forward by the Government of Sri Lanka (GoSL), DFCC Bank signed an MoU with the Department for Registration of Persons (DRP).

This MoU allows DFCC Bank to use the online system for authentication and verification of NIC details launched by the DRP to streamline the bank's overall customer verification process. The new system will enable DFCC Bank to conduct real-time verification of customer identity by using the information contained in the DRP's online system, provided that the customer provides their consent.

Digitalizing this process will enable DFCC Bank to obtain accurate customer identification data on time. As identity information is an essential component of the banking function, capturing this data is of paramount importance to DFCC Bank. Once the customer provides consent, this MoU allows for DFCC Bank to view data and images of documents related to the NIC submitted by any customer to verify the authenticity of the particulars of the NIC, of the person who intends to obtain DFCC Banking services.

For DFCC Bank, this means that their customers will no longer have to visit bank branches and fill physical forms to open accounts or obtain other DFCC Bank services. Instead, the entire onboarding process is shifted to a digital platform, increasing efficiency while improving customer convenience.

DFCC Bank was ranked amongst Business Today's Top 30 Corporates in Sri Lanka.