

# DFCC Bank's Online Onboarding Process Recognized for Best Banking Process

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DFCC Bank has secured the award for Best Banking Process at the Global Banking and Finance Review for implementing eKYC (electronic-know-your-customer) technology. This accolade recognizes DFCC Bank's adept utilization of advanced digital technologies to swiftly, seamlessly, and accurately digitally verify and authenticate customer identities both during new customer onboarding and existing customer identity verification. This accomplishment reinforces the Bank's compliance with regulatory standards while delivering a seamless and exceptionally convenient onboarding experience for its customers, allowing DFCC Bank to provide innovative, secure, modern, and customer-centric services in the digital era. Recognizing the imperative for convenience, particularly for Sri Lankans living and working overseas, DFCC Bank introduced its groundbreaking eKYC technology. The Bank's achievement of the Best Banking Process award underscores its commitment to digital innovation and operational efficiency. This accolade is especially significant as it acknowledges the Bank's dedication to providing seamless and secure 100 percent digital customer onboarding, eliminating the necessity for physical branch visits. The service caters to the needs of the global Sri Lankan community, enabling them to open accounts in Sri Lanka effortlessly. Thimal Perera, the Chief Executive Officer at DFCC Bank, commented, "This award recognizes our relentless pursuit of tech-driven digital service

delivery and financial inclusivity. Beyond revolutionizing our processes, initiatives like eKYC and others are redefining the essence of customer convenience in the digital age. Thus, we are proud to be at the forefront of innovation, ensuring our customers enjoy a banking experience that is secure, efficient, and tailored to their contemporary needs. We are pleased to invite anyone, anywhere in the world, to open a DFCC Bank account wherever they like, at any time convenient to them."DFCC Bank has strategically embraced eKYC for savings account openings. This move was fueled by its desire to empower new customers, enabling them to bank from anywhere at any time. This technology makes banking incredibly convenient for customers in Sri Lanka and DFCC Bank's growing base of expatriate customers residing abroad, facilitating opening accounts in LKR and other foreign currencies. DFCC Bank is ranked among Business Today's Top 40 Corporates in Sri Lanka.