

Highlights



Increasing Brand Visibility

The refreshed look and feel of a large number of branches and the expansion of the branch footprint provide customers with an unmatched service.



Embracing Technology

Through applications such as DFCC Virtual Wallet, DFCC Premier Go, DFCC Chatz, and DFCC iConnect, DFCC Bank uses digital innovations to drive customer convenience and experience forward.



Receiving Global Recognition for Sustainable Initiatives

DFCC was honoured for "Outstanding Business Sustainability Achievement" at the Karlsruhe Sustainable Finance Awards for its significant contribution to the field of sustainable finance.



Contributing towards a Sustainable Future

DFCC financed renewable energy-based solar power generation projects and planted over 7,000 trees across the country through eleven tree planting campaigns.

Awards and Accolades

Association of Development Financing Institutions in Asia and the Pacific (ADFIAP)

Winner of SME Development award for setting up a specialised unit for development of MSMEs

Winner of special award for Best Annual Report

Winner of Plaque of Merit for building a cohesive value-based internal culture



Global Sustainable Finance Conference, City of Karlsruhe, Germany

Certificate of Merit for DFCC Bank's sustainability initiatives

Business Today – Top 30 – Business Today Magazine

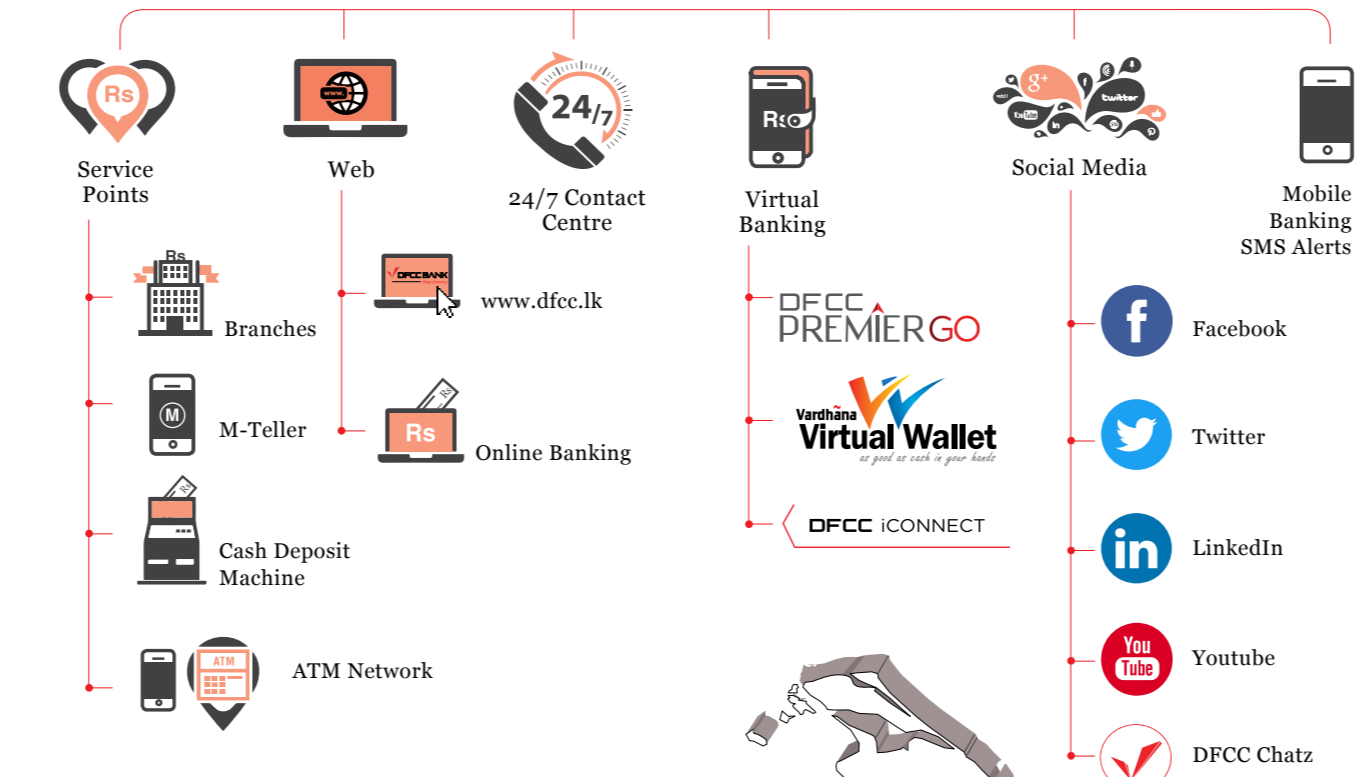
DFCC Bank ranked 21 among corporates

LankaPay Techinnovation Awards 2017

Winner of Merit award for use of the country's national payment infrastructure and innovative technology to promote digital transactions

Our Reach

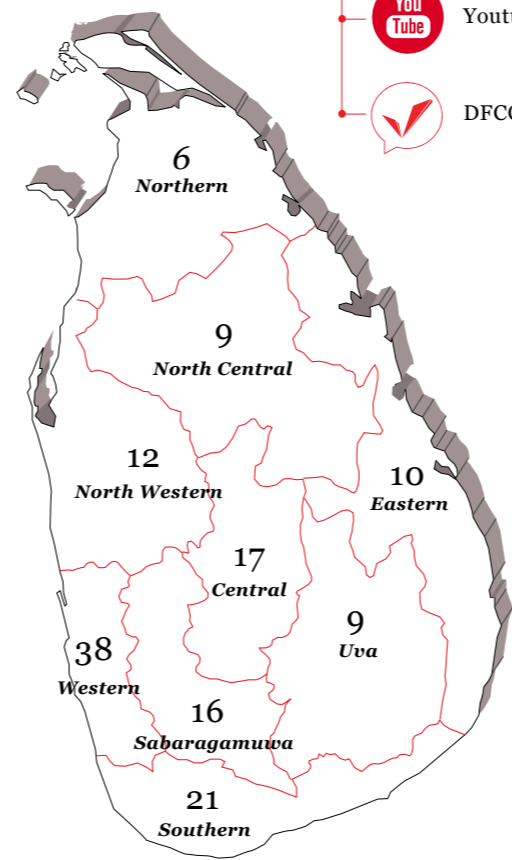
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Details of the branch network are given in the online report [http://dfcc2017.annualreports.lk]



24 hour contact centre: 0112 350000
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DFCC Bank is rated AA-(Ika) from Fitch Rating Lanka Limited.
 DFCC Bank is a licensed commercial bank supervised by the Central Bank of Sri Lanka.



Annual Snapshot 2017



DFCC is the "Bank for the times" because it is agile, responsive and in tune with the aspirations of all its customers. It is powering ahead on a foundation of capital strength and a mindset of a Pioneer, Pathfinder and Trailblazer.

With the fundamentals in place for a stable, sustainable growth, the Bank's strong financial performance during the year and upgraded outlooks from ratings agencies are the ultimate acknowledgment of DFCC's forward-thinking strategies.

Today, DFCC Bank is heralded as a unique commercial banking institution with a development banking forte, and a propensity for innovation through the use of the latest technology, in the service of its customers. The Bank continues to broaden its reach, through new branches and enhancing the Internet and Virtual Banking services. It actively reaches out to the communities through corporate social initiatives and environmental efforts.

This Annual Snapshot presents an overview of the Bank's accomplishments and performance in 2017. Further details can be found on the Bank's Annual Report, available in print and electronic form: <http://dfcc2017.annualreports.lk>



“Pioneer, Pathfinder, and Trailblazer”

DFCC Bank has continued to grow in 2017. With increased visibility in the market, people are responding strongly to our products and our well-regarded customer service. We continued to serve our customers, relocating certain branches to customer-friendly locations with enhanced facilities and expanding upon our digital innovations.

Since its inception in 1955, DFCC Bank has been renowned for nurturing entrepreneurs and start-up enterprises across all economic sectors. Our roots as a development bank are still strong and we are the financier of preference for pioneering ventures. This year these included two new waste-to-energy projects and a rooftop solar power programme. DFCC Bank's appetite to venture boldly has enabled it to blaze a trail across the industry and commercial landscape of Sri Lanka when other banks were unwilling to take such a long term risks.

The amalgamation with DFCC Vardhana Bank and transformation to a commercial bank put the Bank in direct competition with longer-established commercial banks. It is gratifying then that the Bank has not only withstood the competitive pressure but prospered. In addition to the financial performance, DFCC Bank was the only commercial bank to receive an upgrade in its ratings by S&P and Fitch. S&P revised the Bank's international outlook from “negative” to “stable” while maintaining a B/B rating, and Fitch revised the Bank's international and long-term outlook from “negative” to “stable” while maintaining a B+/AA- rating.

In a year filled with challenging times, the upgraded ratings and financial performance are a testament to DFCC's strategies. The fundamentals are in place to ensure stable, sustainable growth for the Bank. However, we are not stopping there. We have set ourselves challenging targets to reach over the next three years, with the goal of becoming a Systemically Important Bank in the upper quartile of commercial banks in Sri Lanka. Our people are geared to make this a reality, with quarterly reviews of results against the plan being conducted at the Board level.

Being “the Bank for the Times” requires us to be at the cutting edge. We have to be customer-centric, proactive to competitive pressures, and attuned to channel developments, amongst other things. With a foundation based on capital strength and four pillars – our employees, our financial technology, our franchise, and our mindset of being a pioneer, a pathfinder, and a trailblazer – and with your support, we will ensure that DFCC Bank “keeps growing”.

C R Jansz
Chairman

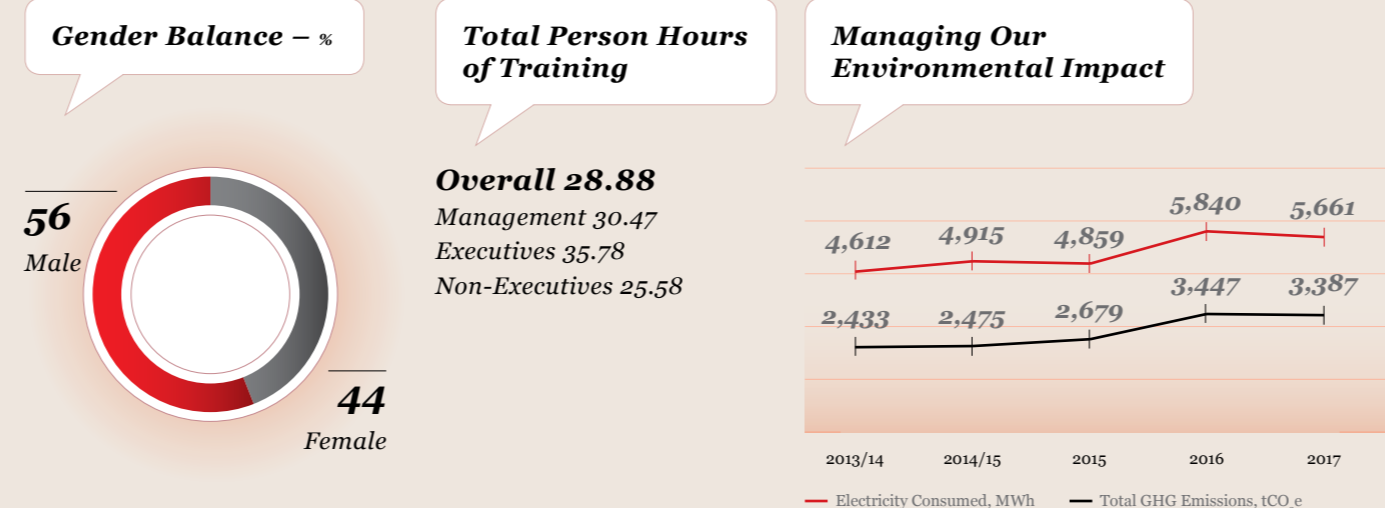
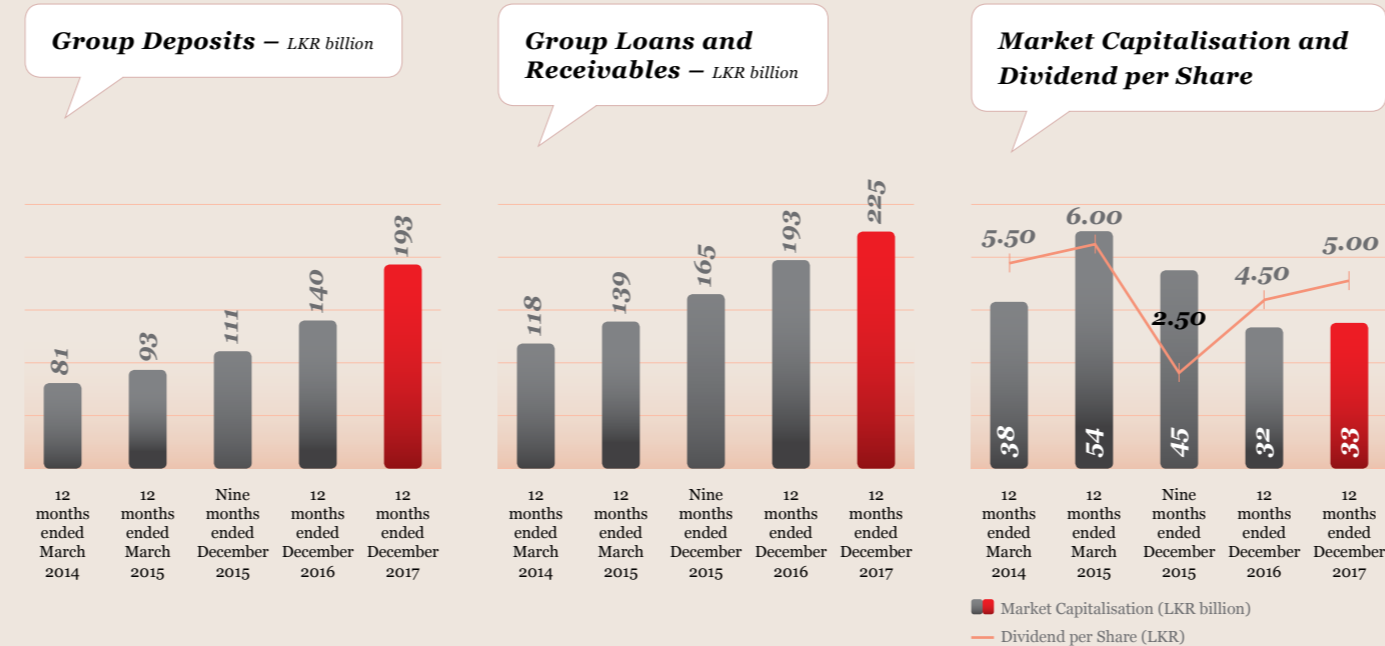
19 February 2018

L H A L Silva
Chief Executive Officer/Director



Delivering Value to All

We utilise all resources available to us, internally and externally, to create value. These resources can include our financial capital, human resources, information technology, and our values, ethics, and corporate culture. The value we derive from these resources is in turn used to deliver greater value to our stakeholders: our shareholders, customers, investors, employees, business partners, local communities, and the environment.



Corporate Social Responsibility

“Samata English”

As a part of DFCC's commitment to uplifting the standards of education in the country, the Bank initiated a pilot English education programme, “Samata English”, in the Gampaha and Kalutara areas, aimed at enhancing competency in English among youth and equipping them with the basic English knowledge required to enter the workforce.

Disaster Relief Initiatives

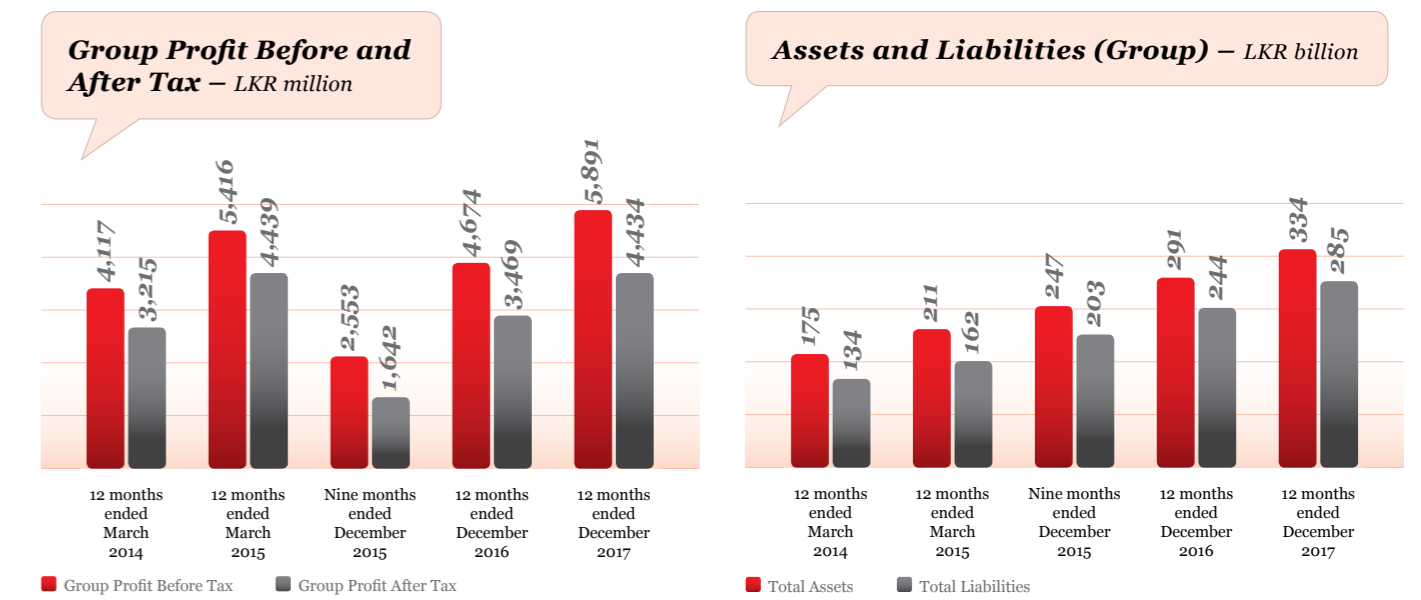
The Bank participated in disaster relief efforts for significant segments of the community who were impacted by the inclement weather.

Eye Donation Campaign

DFCC Bank became the first bank in Sri Lanka to partner with the National Eye Bank in conducting a successful Eye Donation Campaign, resulting in 300 donors donating their eyes towards the cause of alleviating corneal blindness.

Maintaining Sustainable Growth

As we create value, we also have to keep in mind the short, medium, and long-term perspectives. We have to ensure that the fundamentals are in place to ensure stable, sustainable growth for the foreseeable future and beyond. The value we generate for ourselves is reflected in our profits, the growth and quality of our asset base, our financial stability, and the recognition we have gained locally and internationally.



International Recognition



Implemented three credit lines as an Administrative Unit for Renewable Energy Projects and received “Highly Satisfactory” rating

Apex Body for credit component of Plantation Development Project

Apex Body for DFCC V credit line for SME in the North and the East

Implementing EUR 90 million SME and Green Energy Global Loan

Key Focus Areas for 2018

In the coming years, DFCC Bank will focus on four main areas:

1. Consumer banking and Current Accounts and Savings Accounts share of wallet
2. Business banking and corporate banking share of wallet
3. Non-core business drivers to increase other income
4. Process innovation and performance evaluation

In addition to broadening the customer base, the Bank will aim to improve the customer experience by maximising resource utilisation. The Bank is working towards enhancing customer satisfaction, retention, loyalty, and engagement by improving the digital customer experience and offering better customer convenience.