

Digital Transformation Journey

We have embarked on a digital transformation journey as part of our strategy to offer you a better digital banking experience through our range of digital platforms ; Online Banking/ Mobile Banking and Cash Deposit Machines.

Inline with this program we look forward to your support in the following

- Convert to Electronic Statements
- Activate Online/ Mobile Banking facilities
- Use of Cash Deposit Machines deposits less than Rs 200,000
- Use of Automated Teller Machines (ATM) for withdrawals less than Rs 100,000
- Use of Interactive Voice Response (IVR) system for balance enquiries

Please note the following charges will be imposed on manual transactions effective 1 September 2019.

Type of service/ transaction	Charge
Postal Statement	Rs 200.00 per statement
Over the counter deposits less than Rs 200K	Rs 250.00 per deposit
Over the counter withdrawals less than Rs 100K	Rs 250.00 per withdrawal
Client Centre Balance Validation	Rs 100.00 per balance enquiry

Should you need any further information, please contact us on 0112 480 480