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இலங்கை மத்திய வங்கி
CENTRAL BANK OF SRI LANKA

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கொடுப்பனவுகள், தரப்பனவுகள் திணைக்களம்

Payments and Settlements Department

26 February 2019

Payment and Settlement Systems Circular No. 01 of 2019

To: All Financial Institutions Facilitating Electronic Payment Instruments/Mechanisms

Providing Real Time Notifications for Transactions Effected Through Electronic Payment Instruments/Mechanisms

This Circular is issued in terms of Section 44 of the Payment and Settlement Systems Act, No. 28 of 2005 on providing real time notifications for transactions effected through electronic payment instruments/mechanisms in order to enhance security of transactions carried out using such payment instruments/mechanisms.

Financial Institutions providing payment services through electronic payment instruments/mechanisms (FIs) shall use an appropriate communication method such as Short Message Service (SMS) or any other secured reliable instant notification method, as consented by the customer to receive real time notifications for all transactions effected through electronic payment instruments/mechanisms. FIs are required to obtain a written consent from each customer to transmit real time notifications and a mobile number for the purpose of providing such real time notifications.

1. FIs shall enable real time notifications for all mobile phone based transactions (such as mobile apps, QR code, JustPay etc.), web based transactions and payment card based transactions carried out in new accounts opened after 02 April 2019. For other types of transactions, FIs may provide real time transaction notifications at the request of the customer.
2. For existing customers who are already using electronic payment instruments/mechanisms, FIs shall make aware the benefits/advantages on receiving real time transaction notifications and encourage such customers to obtain the said facility.
3. FIs shall advise customers to notify them of any unauthorized transactions with a request to block the fund movement of the particular account at the earliest, and upon being notified, FIs shall take action to block such accounts immediately.
4. In providing real time notifications, FIs shall;
 - 4.1. establish a helpline and help desk facilities 24x7 basis for customers to report unauthorized /suspicious transactions;
 - 4.2. adopt appropriate security measures to ensure that any unauthorized person gaining access will not be able to misuse such information or carry out fraudulent transactions using such information;

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- 4.3 ensure safety of customer information when entering in to agreements with third parties for provision of real time notification facility;
- 4.4 disclose fees/charges (if any) involved in obtaining real time notification facility at the time of obtaining the consent from the customer;
- 4.5 advice customers to inform FIs immediately of any change of mobile numbers or any other information provided to receive real time notifications and develop a mechanism to update new ownership of mobile numbers or such other information immediately after receiving such customer requests; and
- 4.6 develop a mechanism to periodically verify the ownership of mobile numbers used to send real time notifications in order to minimize the risk of customer transaction details being exposed to unauthorized parties.



D Kumaratunge
Director Payments and Settlements