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இலங்கை மத்திய வங்கி  
CENTRAL BANK OF SRI LANKA

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கொடுப்பனவுகள், தீர்ப்பனவுகள் திணைக்களம்

Payments and Settlements Department

Ref: 34/01/001/0026/001

20 March 2020

To: CEOs of All Licensed Banks

Dear Sir/ Madam

**Providing Online Banking Services**

As you are aware, the Central Bank has already advised the general public to engage in online banking rather than visiting bank branches to carry out payments and other transactions in order to avoid spreading of the COVID - 19 coronavirus by minimizing exposure of customers and staff members. Accordingly, the Licensed Banks (LBs) are requested to waive off registration fees and charges until 30 April 2020 for new registrations for online banking products to encourage existing customers to conduct their transactions online.

In addition, LBs are requested to facilitate existing customers to register for online banking products without having them physically present at the bank branch for registration. However, LBs are advised to adopt appropriate security measures when providing online registration facility to existing customers.

Yours faithfully,

D Kumaratunge

Director Payments and Settlements