

# Are you aware of your financial transactions?



**This notice is published for the attention of the general public.**

**1. When depositing money ensure that the deposit taking institution is authorised to accept deposits. Further, read and understand the terms and conditions relating to deposits. The main facts to be considered:**

- Annual interest rate and annual effective interest rate
- Dates of interest payment or crediting of interest to the account
- Instances where interest will not be paid
- In the case of fixed deposits, the tenure of the deposit and conditions applicable if withdrawals are made before the maturity date
- Additional service charges and fees

**2. When obtaining loans, read and understand the applicable terms and conditions of the loan. The main facts to be considered:**

- Monthly or annual interest payable
- Whether the interest rate is fixed or floating
- Method of calculation of such interest
- Tenure of the loan
- Number of installments
- Amount of the installment
- Dates of payment of the installments
- Terms and conditions applicable to collaterals and guarantors
- Conditions applicable if payments of installments are delayed
- Conditions applicable if loans are settled prior to the due date
- Additional service charges and fees

**3. When transacting with an authorised institution the following steps should be taken:**

- Clear your doubts regarding the transaction, terms and conditions before you enter into any transaction
- Complete applications or other documentation after reading them carefully
- Do not sign any blank documents
- Safeguard the personal identification numbers and correspondence relating to accounts etc.
- Divulge the true facts to the authorised institution
- Notify any change in your address
- Notify any fraudulent or suspicious transactions to the authorised institution
- Discuss and make every effort to resolve any issues with the authorised institution first

If your issue has not been resolved as stated above, you may contact the following:

- The Financial Ombudsman at No. 143A, Vajira Road, Colombo 5.  
Tel: 011 2595624 - 5, email: [forsril@sltnet.lk](mailto:forsril@sltnet.lk)
- Only in the case of issues relating to loans: Credit Counselling Centre at No. 58, Sri Jayawardenapura Mawatha, Rajagiriya.  
Tel: 011 2887006, email: [upadeshana@gmail.com](mailto:upadeshana@gmail.com)

**Please note that the above are only the salient facts with regard to your financial transactions. It is important to inquire about your transactions further.**



## Central Bank of Sri Lanka

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