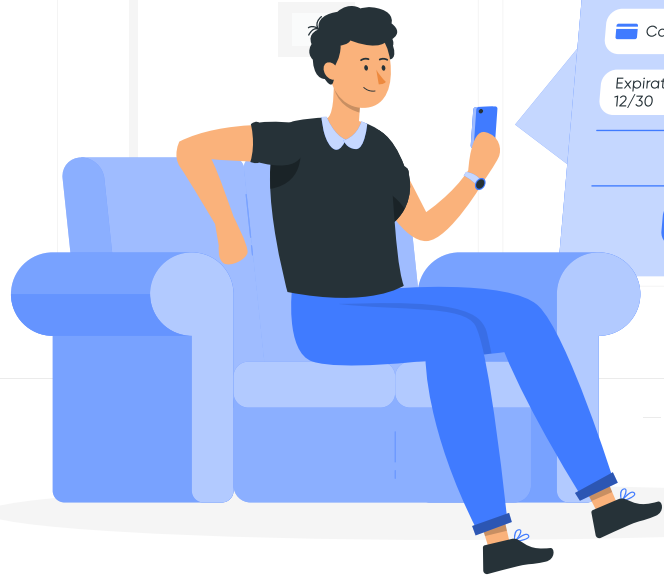


HOW TO CONDUCT BANKING ACTIVITIES DURING THE COVID-19 PANDEMIC



PAYMENTS

Email
myemail@email.com

Password
.....

Card 4555 0000 8888 4444

Expiration Day 12/30 cvv 000

Fruit Juice
Rs 120

Pay Rs 120

Conduct banking activities using digital platforms such as online banking and mobile apps as much as possible.

- View Account Balance
- Obtain Bank Statements
- Transferring Money Between Accounts (own accounts, third party accounts, other bank accounts)
- Bill Payment (Utility Payments such as Electricity, Water, Telephone, Mobile Bills etc)
- Credit Card Payments

Use Automated Teller Machines (ATMs) and Cash Deposit Machines (CDMs).

You can use a nearby



labelled ATM of another bank to withdraw money at a lower cost

ATM

DISTANCE



Visit bank branches only if your banking needs cannot be fulfilled by digital platforms

IF YOU ARE VISITING A BANK BRANCH, MAKE SURE TO:



wear a face mask properly



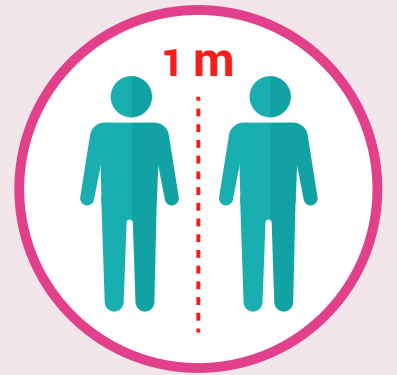
clean your hands before entering the bank



sanitize your hands if you touch surfaces



make sure to carry your own pen to fill forms



Keep social distance

Comply and support the safety regulations practiced in the bank premises

Ensure only the essential person/s visit the bank and take all possible measures to ensure high risk individuals (e.g., senior citizens, children, expectant mothers) refrain from visiting banks.

Do not visit bank branches if:

- you have symptoms such as cold, cough and fever; and/or
- there is any possibility that you have associated with a COVID-19 infected person.

BEWARE OF SCAMS

Be vigilant if you receive calls, emails, or other communications requesting details of your bank accounts, personal identification details, etc., and do not give your information to unknown third parties. Contact your bank and verify the authenticity of such requests.

Contact your respective banks for further details/ instructions and assistance

Any further assistance may also be sought from:

Financial Consumer Relations Department - Central Bank of Sri Lanka

☎ 0112477966 ✉ fcrd@cbsl.lk



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இலங்கை மத்திய வங்கி
CENTRAL BANK OF SRI LANKA

Director, Bank Supervision Department
Central Bank of Sri Lanka
No 30, Janadhipathi Mawatha, Colombo 01

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