KEY FACTS DOCUMENT

14+ Teenagers Savings Account

Nature of the Product	Benefits to the Customer	Fees & Applicable Charges	Eligibility	Major Terms & Conditioned
- Available for any person (Sri Lankan Residents only) in the age group of 14-18 years could open an account with the written approval of the relevant Father / Mother /Guardian.	• **Interest Rate** - Rate of interest 1% above the rate applicable for Normal Savings Account Please refer to https://www.boc.lk/rates-tariff#rupee-deposit-rates for the latest interest rate • Visa Electron Card for the purpose of withdrawing funds.(Rs. 20,000 Per day limit) • Internet banking facility for balance inquiry	• **Initial Deposit** of Rs.500/- is required to open the account. • Account closing charges -Rs.500/- • **Account Maintenance and Other Charges** - ATM Card issuance - Physical statements - Issuance of duplicate passbook - Confirmation of account balances Please visit https://www.boc.lk/rates-tariff#general-tariff for the fee amount • **Taxes** -interest shall be subject to the deductions of applicable Advance Income Tax, other taxes(AIT), charges (if any) and statutory levies required by the Government and/or Regulatory Authority of Sri Lanka or by the bank from time to time.	• The account can be opened for any person (Sri Lankan Residents only) between 14-18 years of age. • Only individual accounts can be opened • The account can be maintained under 14+ scheme up to 18 years of age. **Procedures to be followed to open the account** • Special account opening form for 14+ Savings account should be completed and submitted to any Branch of the Bank together with • Original birth certificate of the child and a photocopy (original will be returned to the customer) • Copy of the National Identity Card (NIC)/ valid Passport where the NIC number is available of the parent/Guardian or the minor (between 16 and 18 years of age) • Address verification documents if the resident address differs from NIC • Valid reason for opening account for the customer whose permanent address given in the application is at a location far away from the branch.	- In order to receive the special benefits of the account (ex: insurance, gift scheme, scholarships etc.), the account holder should fulfill the required criteria decided by the Bank from time to time such as the account balance/deposit, age limit etc. - Refer the account opening application for all terms and conditions associated with the product.

Share your feedback with us

- Deposit liabilities have been insured with the Sri Lanka Deposit Insurance Scheme implemented by the Monetary Board on payment of applicable premium for compensation up to a maximum of Rs.1,100,000 per depositor
- When an unauthorized/mistaken transaction is identified, it should be immediately reported to the Bank or account maintaining branch.
- If the account has not been activated for a period of one (01) year without any withdrawals/payments, the account will become 'dormant' at the end of one year.
- If there is no evidence that such accounts have been activated for more than 10 years, funds in those accounts will be transferred to the Central Bank of Sri Lanka as abandoned property.

Reporting unauthorized transactions /Dormant Accounts

- Customers can share their feedback and complaints, if any by following options;
- You can lodge your complements / complaints through our Customer Experience Management Unit. Your requests will be attended to with priority through an automated system.

Phone: +94 11 220 4750 / +94 11 243 5814 Fax: +94 11 243 5815 **Email**: bocexmgt@boc.lk **Website:** https://www.boc.lk

Post: Customer Experience Manager, 22nd Floor, BOC Tower, BOC Square, No. 1, Bank of Ceylon Mawatha, Colombo 01.

Contact any of our branches, service unit, or Call Centre,

Any concerns/inquiries regarding our products or services can be referred to any of our branches or the Contact Centre. Find your nearest branch via 1975 (Contact Centre)

Classification: Internal