KEY FACTS DOCUMENT

7 Day Call Deposit

Nature of the product	Benefits to the Customer	Initial Deposit and the Fees	Procedures to be followed to open the account	Major Terms & Conditions
Deposit money without date of maturity to earn higher return	• Attractive interest rate • No Maximum period (minimum period is 7days) • No need to be an account holder • Can make a nomination	• **Initial Deposit** –Minimum Rs.100,000/- • **Account Maintenance and Other Charges** 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 individually or joint by Sri Lankan Residents over 18 years of age • Organizations such as associations, firms, Societies, Clubs and Companies are permitted to open these deposit Accounts. **Procedures to be followed to open the account** • Bank's standard Fixed deposit opening forms should be completed and submitted to any Branch of the Bank together with; - Copy of the National Identity Card (NIC)/ valid Passport - Address verification documents if the resident address differs from NIC	• Request for withdrawal should be made before the withdrawal. (withdrawal should be made 7 days after request is received.) • The Original certificate must be surrendered at time of uplifting the deposit. • Lost certificates should be reported to the Bank immediately.

Deposit insurance coverage /Reporting unauthorized (mistaken) transactions /Dormant Accounts

- 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.

Share your feedback with us

- 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

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)