KEY FACTS DOCUMENT

BOC Current Account

Nature of the product	Benefits to the Customer	Initial Deposit and the Fees	Eligibility	Major Terms & Conditioned
Current account	• **Internet Banking and Mobile banking facility** • **Internationally Recognized Debit Cards** • **Quick cheque realization** • **Personalize cheque book** • **One day cheque book delivery system** • **SMS Alert facility**	• **Initial Deposit** - Personal customers (Individual) Rs.7,500/- - Personal customers (Business) Rs.7,500/- - Business customers Rs. 15,000/- - Corporate customer Rs.250,000/- Under special circumstances the initial deposit requirement can be altered at the discretion of the manager • **Account Closing Charges** –Rs.1,500 • **Account Maintenance Other Charges** - Monthly service charges - Minimum OD Interest - Cheque Return charges - Stop payment charges - Current account statement charges - Issuance of duplicate copies of statements - Cost of cheque books - Preparation of cash orders - Confirmation of account balances - Standing order registration and fund transfers - SMS Alerts charges - ATM Card issuance - ATM withdrawal limit changes - Internet Banking service charges Please visit https://www.boc.lk/rates-tariff#general-tariff for the fee amount	Account can be opened by - Individual - Joint - Sole proprietor - Account for Buddhist monks - Partnership - Limited liability company - Society clubs , Associations & Trade unions - Corporative societies - Government Accounts - Government School Accounts - Non – Government School Accounts - Government ministries and Departments - Corporations /Boards setup by act of parliament - Collection accounts - Non-Government Organizations **Procedures to be followed to open the account** • Bank's standard account opening forms for Savings\Current accounts should be completed and submitted to any Branch of the Bank together with **Personal current accounts** Copy of the National Identity Card (NIC)/ valid Passport where the NIC number is available. - 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. **Non Personal Current accounts** Contact the nearest BOC branch for document requirements	• Refer Monthly service charges for Initial deposit and minimum average balance to be maintained. • Must maintain adequate funds prior to issuing of cheques. • The Bank reserves the right to act or close the account due to unsatisfactory conduct of the account. • Customers are required make prior arrangements to overdraw the account • Customer is required to visit the branch or the bank's website for updated tariffs, interest rates and other charges. • Bank of Ceylon holds the authority to change add or revise all conditions and facilities offered for the account.

Reporting unauthorized 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 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 **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)