KEY FACTS DOCUMENT

BOC Relax

Nature of the Product	Benefits to the Customer	Initial Deposit and the Fees	Eligibility	Major Terms & Conditioned
Special Investment Account	• **Interest Rate** Please refer to https://www.boc.lk/personal-banking/investment-plans/investment-accounts/boc-relax for the latest interest rate • 3 deposit plans for your investment • Fixed Deposit with higher monthly return • Monthly Payment/Interest is calculated in every 30 days and transferred to nominated savings/current account	• **Initial Deposit** – please refer https://www.boc.lk/personal-banking/investment-plans/investment-accounts/boc-relax • **Account Maintenance and Other Charges** - Issuance of account opening confirmation Letter • **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 by Sri Lankan Residents over 18 years of age. • Individual or Joint Accounts can be opened. • Maintaining a Savings or Current account in LKR with the Bank is a prerequisite (A new customer should open a Savings/Current account prior to opening of the BOC Relax account) **Procedures to be followed to open the account** • Special account opening forms for BOC Relax should be completed and submitted to any Branch of the Bank together with, - 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.	- Account is not auto renewable, BOC Relax account is closed automatically and the maturity and Capital amount in the account is transferred to the nominated Account in the account opening application. - The prevailing penal interest calculation method of normal fixed deposits is applied for accounts withdrawn prematurely. Relevant penal interest is deducted from the deposit i.e. Capital amount - Refer the account opening application for all terms and conditions associated with the product.

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 **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