KEY FACTS DOCUMENTS

Multi Currency Travel Card				
Nature of the Product	**Benefits to the Customer***	**Fees & Charges**	**Eligibility**	**Major Terms & Conditions**
Prepaid Foreign Exchange Card	• Can load multiple currencies based on the country of travel • Currently USD, GBP, EUR, AUD and JPY currency types are available. • Reloadable • Secured, convenient and hassle-free mode of payment • Backup card to use in the event main card is lost/stolen/damaged • Non-exposure to currency fluctuations • Instant SMS/e-mail updates to notify transactions • Free Travel Insurance up to **USD 250,000*** *Conditions Apply	• Issuing fee – Rs. 3,000/- • Commission – 1% from Loading amount • No any renewal or annual fees.	• Residents of Sri Lanka who are above 18 years of age • Those eligible to obtain travel allowances when leaving Sri Lanka for an overseas destination • Travelers are subject to exchange control regulations in respect of the issuance of foreign exchange for Travel purposes **Documents to be submitted to obtain a MCTC** • BOC Multi Currency Prepaid Travel Card application. • Passport • VISA • Air Ticket • National Identity Card • Exchange Permit if the card holder is a student who wishes	• Multi Currency Travel Card can be issued subject to exchange control regulations in respect of the issuance of foreign exchange for Travel purposes • Refer the circular number 19/2017 for more information.

			to visit overseas for higher education.	

Share your feedback with us

Customers can share their feedback and complaints, if any by following options;

- Contact Travel & Remittances Department
  011 2203175 / **0770 185 185** - From 9.00 am to 5.00 pm. on weekdays
  travelcard@boc.lk

- Contact BOC Call Center
  011 2204444 - 24 hour customer service hotline

- Customers can lodge the complements/complaints through our Customer Experience Management Unit. These 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 **E mail :** 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, services 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)