KEY FACTS DOCUMENT

Senior Citizens Fixed Deposits

Nature of the product	Benefits to the Customer	Initial Deposit and the Fees	Eligibility	Major Terms & Conditions
A high-yield term investment account exclusively for senior citizens, providing a secure way to earn guaranteed returns on capital over a fixed period.	• **Higher interest rate** Please refer to https://www.boc.lk/rates-tariff#rupee-deposit-rates for the latest interest rate • Interest can be earned monthly or at maturity • Instant cashback facilities • Can make a nomination	• **Initial Deposit** –Minimum Rs.10,000/- • **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.	- All Sri Lankan citizens above the age of 60 years are eligible to open. - Joint accounts can be opened with a person above the age of 60 years. **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 - Valid reason for opening account for the customer whose permanent address given in the application is at a location far away from the branch.	• Customer must assign the Fixed Deposit under lien to the bank when obtaining a cash back facility against the fixed deposit. • The Original Fixed Deposit certificate must be surrendered at time of uplifting the deposit. • Lost certificates should be reported to the Bank immediately. • In the event of premature withdrawal, interest will be paid only for deposits maintained for more than 3 months. The applicable interest rate will be based on the number of completed months under the normal fixed deposit rate less 4%.

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 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)

- If not satisfied with the solution provided by the Bank, customer has the option to escalate the complain to;

  The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka as per the specified format available in their Website: https://www.cbsl.gov.lk/en/fcrd

The Financial Ombudsman, Office of the Financial Ombudsman - Sri Lanka, No.01, Bethesda Place, Milagiriya, Colombo 05. Contact Number: +94 11 259 5624 / +94 11 259 5625 Email: fosril@sltnet.lk
Website: https://financialombudsman.lk