KEY FACTS DOCUMENT

Senior Citizens Savings Account

Nature of the product	Benefits to the Customer	Initial Deposit and the Fees	Procedures to be followed to open the account	Major Terms & Conditioned
Savings account for Senior Citizens	• **Interest Rate** 1% higher than the normal savings rate. Please refer to https://www.boc.lk/rates-tariff#rupee-deposit-rates for the latest interest rate • **Ability to open joint account** • **ATM/Debit Card** • **BOC Smart Online Banking facility & BApp**	• **Initial Deposit** -Rs.500/- • A fee of **Rs.35 per month** is charged if the minimum monthly average balance in the account falls below Rs.500/- • **Account closing charges -Rs.500/-** • **Account Maintenance and Other Charges** - ATM Card issuance - Physical statements - Issuance of duplicate passbook - Confirmation of account balances - Standing order registration and fund transfers - SMS Alerts charges - ATM withdrawal limit changes - Internet Banking service 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 by Sri Lankan Residents over 60 years of age • Joint accounts can be opened. (both applicants should exceed the age of 60). **Procedures to be followed to open the account** • Bank's standard account opening forms for Savings 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.	- The bank reserves the right to change , add or revise any conditions and /or facility offered for this product - 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)