KEY FACTS DOCUMENTS

Capital Transaction Rupee Account (CTRA)				
Nature of the Product	**Benefits to the Customer**	**Initial Deposit and the Fees**	**Eligibility**	**Major Terms & Conditions**
Current and Savings	• **Interest Rate** Interest Rate will be the rate offered to the ordinary savings accounts Please refer to the website for current interest rates https://www.boc.lk/rates-tariff	• No initial deposit • No minimum balance	• An emigrant, resident in or outside Sri Lanka. • A Non-National, resident in or outside Sri Lanka including minors of such persons • An individual Sri Lankan national who has obtained Temporary Residency (TR) visa in another country, aged 18 years or above. • An individual Sri Lankan resident in Sri Lanka who is a prospective migrant under the parent migration scheme. • An administrator or executor of the estate of a deceased person, who was an emigrant. **Procedures to be followed to open the account** • Bank's standard account opening forms for savings/current and other required supporting documents should be completed and submitted to the branch and the branch obtains a registration number from the Department of Foreign Exchange(DFE) of the Central Bank of Sri Lanka (CBSL).	• An eligible person shall open only one CTRA in the banking system. • Only sole accounts are permitted. • Minors can open CTRA-Minor accounts through natural or legally appointed guardian. • Minors can claim the eligible allowances once they reach 18 years. • These accounts are exclusively opened for the purpose of migrant allowance and capital transactions related activities and are subject to the condition that the initial deposit should be credited within 03 months of opening the account.

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 **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)