TERMS & CONDITIONS FOR MINOR FIXED DEPOSITS (FIXED DEPOSITS)

(a) Fixed Deposit shall not be released until the minor attains the age of majority. Accordingly, the interest accrued for the applicable period shall be added to the principal amount, and the total sum shall be renewed for similar periods at the prevailing rate of interest at the time of each renewal, until the minor attains the age of majority.

(b) Fixed Deposit Receipts issued by the Bank is non-transferable.

(c) In no event shall Fixed Deposits for minors be held in joint names.

(d) Subject to clause (a) above, the tenure of the Fixed Deposit may be changed only at the time of renewal by the Guardian who initially placed the Fixed Deposit on behalf of the minor.

(e) The rates of interest applicable to Fixed Deposits will be displayed on the Bank's website and across its branch network.

(f) Premature withdrawal of Fixed Deposits shall not be permitted under any circumstances.

(g) The Bank reserves the right to amend and/or introduce rules at any time as the Bank deems necessary, with notice to the depositors. Such notifications shall be communicated via the Bank's website and across the branch network.

(h) The laws, regulations and taxes of the government of Sri Lanka and the usual customs and procedures common to the banks in Sri Lanka will apply to and govern the conduct of deposit accounts opened by the Bank.

(i) The Bank is governed by the Prevention of Money Laundering Act No. 05 of 2006 and Financial Transaction Reporting Act No. 06 of 2006 and that the Bank is obliged to report and submit information on any suspicious activities and transactions above the threshold, under and in terms of the aforesaid laws.

(j) The Bank shall maintain strict confidentiality of all information relating to the depositor, including but not limited to depositor's accounts, transactions, and dealings with the Bank, in accordance with applicable laws and regulations. Such information shall not be disclosed by the Bank except where such disclosure is:

(i) required by an order of a court of competent jurisdiction or under any applicable written law;
(ii) made with the expressed or implied consent of the depositor; or
(iii) necessary in the ordinary course of the Bank's business or in accordance with established banking practice.

(k) Save as otherwise provided in these terms and conditions, any demand, notice, or communication made or sent by the Bank under these terms and conditions, or pursuant to any application for banking facilities, shall be in writing. Such communication shall be deemed to have been duly delivered to, served on, and received by me if:

(a) **Sent by Post**: Dispatched to the address provided by me in the account opening mandate/application (or such other address as I shall notify the account-maintaining and/or facility-maintaining branch in writing from time to time), in which case it shall be deemed served on the date of posting; and/or

(b) **Sent Electronically**: Transmitted to my designated email address, contact numbers, and/or WhatsApp number as specified in the account opening mandate/application, in which case it shall be deemed delivered immediately upon transmission.

I unconditionally, irrevocably, and absolutely undertake to notify the account-maintaining and/or facility-maintaining branch in writing immediately of any change, modification, or discontinuation of my address, designated email address, contact numbers, or WhatsApp number. Until such written notification is received and formally acknowledged by the account-maintaining and/or facility-maintaining branch, any demand or communication sent to the existing details on record shall be deemed valid and binding."

(l) Any concerns, feedback and complaints regarding the account/s operations shall be referred to;

The Senior Manager
Customer Experience Management Unit
Seylan Bank PLC
Level 04, Seylan Towers
No 90, Galle Road
Colombo 03

Tele: 0112456981, 0112456982 or 24x7 hotline 0112008888
Email: customer.experience@seylan.lk

(m) Alternate dispute resolution:
The Financial Ombudsman,
No 143A, Vajira Road, Colombo 04
Tele:0112595624

Financial Consumers' Rights (in General)

(a) To be treated equitably and fairly by Bank , especially financial consumers who are elderly, disabled or with low financial literacy, to receive special attention and fair access to financial services;
(b) To make a complaint and receive a satisfactory response within a reasonable time period;
(c) Maintain privacy and confidentiality of their financial information;
(d) Have appropriate access to financial products and services; and

(e) To receive complete, clear, concise, accurate and not misleading information about any product, service or/and transaction at any stage in a preferred language (English, Sinhala or Tamil).

Financial Consumer Responsibilities (in General)

Financial consumers should

(a) Not enter into a contract without having the full knowledge and understanding of the product/service offered;

(b) Comply with the obligations, terms and conditions stipulated in the contract;

(c) Comply with the Banking regulations;

(d) Submit duly completed application forms and supporting documents without delay;

(e) Not borrow beyond the affordable repayment capacity;

(f) Provide up-to-date, complete and accurate information where required and notify any changes without delay;

(g) Notify the Bank of challenges that may constrain their ability to meet contractual obligations without a delay;

(h) Exercise due care in all transactions with the Bank;

(i) Maintain credit worthiness in terms of credit reports and repayment capabilities;

(j) Alert the Bank of any loss of important information and documents without delay;

(k) Keep personal financial information and documents safe and secure;

(l) Submit a complaint if necessary to the relevant party on time;

(m) Not allow the repayments or instalments to go into arrears, and prompt repayments will create healthy relationships with the Bank.

(n) Pay a certain amount of money over the loan amount as agreed at the time of accepting the offer, should you intend to settle credit facility earlier than the due date;

(o) Notify the Bank promptly of any fraudulent transaction/s or such attempts in their dealings with the Bank whenever they become aware of such instances;

(p) Exercise the utmost care in using, storing and handling Personal Identification Numbers (PIN), Passwords and other security measures of other electronic means of transacting with he Bank ; and

(q) Not treat any operational lapse of the Bank on its obligations other than any dispute on the amount payable to the Bank as a reason for his non settlement or delay in settlement of debt unless otherwise allowed by a Court of Law.