

Dormant Accounts

In respect of an account that has been inactive for a period of two years or more for savings accounts and one year or more for current accounts, the Bank will, at its discretion, transfer such accounts to the Dormant Section. In case an account is transferred to the Dormant Section, the customer must personally call over at the branch where the account is opened and reactivate the same.

Abandoned Properties

As per the prevailing regulations account will be classified as unclaimed and will be transferred to the Central Bank of Sri Lanka as abandoned property if the account remains inoperative for 10 years.

Unauthorized / Erroneous Transactions

Customers must contact the account opening branch or the bank's 24x7 hotline (0112008888) and notify if any unauthorized/ erroneous transactions have taken place from the account, immediately upon detection.