

BANKING SERVICES

VISA DEBIT CARD



About Amana VISA
Debit Card

Amāna Bank VISA Debit Card enables you to access your account from 3800+ ATMs locally through the LankaPay Network as well as over 2 million VISA enabled ATMs in over 200 countries. It is also accepted at millions of merchants globally for payments of goods and services and can be used for online for payments. You can apply for your VISA Debit Card at any of our branches.

Types of Cards

General Debit Card



Ladies Debit Card



	Vantage Debit Card  Prestige Debit Card  • ATM withdrawal limit per day: Rs. 200,000/-. • POS purchase transaction limit per day: Rs. 250,000/- Please visit here for more details on Debit Card Charges
Best Practises for your Debit Card usage	• The Amāna Bank VISA Debit Card is offered under Islamic banking principles and shall not be used for prohibited transactions both locally and internationally. • Your Debit Card can be activated at any VISA enabled ATM using your Personal Identification Number or by calling our Card Centre hotline on 0117 756 777. • We strongly recommend you to change the PIN to any 4-digit number of your choice on your first use. • In the event your Debit Card is lost or stolen, please inform our Card Centre hotline on 0117 756 777 immediately to block the card and prevent fraudulent usage. • To use your card overseas, please inform our Card Centre of your travel plans in advance and ensure deactivation upon your return for better security. • Please visit your branch to activate your card for online payments and enhance your default transaction limits.
Promotions and offers	Current fee and charges will be available in our corporate website : https://www.amanabank.lk/tariff-services.html

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General Terms and Conditions	• Amāna Bank shall not be held liable for the quality of products and services provided by the Merchant. • All offers will be available only to Amana Bank Debit Cardholders. • The Promotion shall be applicable on the actual price paid on the items offered by the merchant and the Promotion shall not be valid on purchase of gift vouchers and already discounted prices. • The Promotion cannot be exchanged for cash and or in conjunction with any other promotions or offers provided by the Merchant • Amāna Bank reserves the right to withdraw the Promotion or change the terms and conditions pertaining to the Promotion and also reserves the right to extend or shorten the duration of the promotion and/or withdraw or cancel the promotion at any time without prior notice. • The General Debit Card Terms and Conditions will continue to apply. • The promotion is bound by the Terms and Conditions of the respective establishments and Amāna Bank. • If any dispute arises regarding any of the Terms & Conditions contained herein, the decision of the respective establishment or Amāna Bank, shall be the final.
Register for online Transaction facility	Send us a Message through your Online Banking Account to activate your Card Online Transaction Facility. For more details visit : How To Send a Message To Bank OR 1. Submit a request letter as per attached format ○ Click here to DOWNLOAD request letter format. 2. Customize the request letter using relevant information. ○ (Providing accurate and complete information will help expedite the process) ○ Both printed and hand written letters are accepted 3. Sending the above letter signed to the bank would be considered that you have read and understood the attached, ○ Email Indemnity clauses Click HERE, ○ Updated General Banking Conditions of the Bank Click HERE ○ Conditions of Online Transaction Enrolment. Click HERE

	4. Take a photo or a scanned copy of the request letter and send it to ebankingcentre@amana.lk <i>For any clarification, please call us on 011 7 756 756</i>
Apply for a Debit Card	1. Submit a request letter as per attached format ○ Click here to DOWNLOAD request letter format. 2. Customize the request letter using relevant information. ○ (Providing accurate and complete information will help expedite the process) ○ Only Printed letters are accepted 3. Sending the above letter signed to the bank would be considered that you have read and understood the attached, ○ Email Indemnity clauses Click HERE, ○ Updated General Banking Conditions of the Bank Click HERE ○ Conditions of Online Transaction Enrolment. Click HERE 4. Take a photo or a scanned copy of the request letter and send it to ebankingcentre@amana.lk <i>For any clarification, please call us on 011 7 756 756</i>
Feedback and Complaints	You can get in touch with our Customer Solutions Centre 24x7 to share your feedback and address your grievances, for which our team would ensure desired attention to help resolve your concerns. Customer Solution Centre Number :+94 11 7 756 756 Email : info@amana.lk feedback@amana.lk Submit your inquiry on our website www.amanabank.lk However, if your expectations have not been met with, you can write or e-mail to: The Manager - Service Quality Assurance Amana Bank, No. 353, Galle Road, Colombo 03 or e-mail servicequality@amana.lk
	If your expectations haven't still been met with, the services of an independent Financial Ombudsman are made available for you. You may contact the office of the Financial Ombudsman as follows. Financial Ombudsman, No.1, Bethesda Place, Milagiriya, Colombo 04. Telephone: + 94 11 2595624 Fax: +94 11 2595625