

# BANKING SERVICES

## AMANA BANK ONLINE BANKING



Product Features	<ul style="list-style-type: none"> <li>• Self-Registration for Online Banking</li> <li>• Access to any of your deposit accounts and advances</li> <li>• Internal and external fund transfers including one-time transfers &amp; Beneficiary Management</li> <li>• Bill payments</li> <li>• New term investment accounts</li> <li>• Enable standing orders</li> <li>• Share or download transaction receipts</li> <li>• Highest standard in Online Banking security including biometric login and OTP validation</li> </ul>
How to use the App	<ul style="list-style-type: none"> <li>• Download the app and self-register through app with your mobile number &amp; email address registered with the bank.</li> <li>• To register your email address, call 0117 756 756</li> <li>• To register your mobile number, visit the nearest branch</li> <li>• Joint Account Holders, please <a href="#">click here</a> to get register</li> </ul> <p>For further details please <a href="#">visit</a> the Online Banking website.</p>
Privacy Policy Statement	<p><a href="#">Click here</a> to visit the Privacy Policy Statement for Amana Bank Mobile Application.</p>
Request a service through the Your Bank App and Web Portal	<p>Amana Bank's Message to Bank services, where convenience and efficiency redefine your banking experience. Simply interact with us through Your Bank App's secured 'Email Us' feature and send in your requests to access a host of banking services at your fingertips.</p> <p><a href="#">Click Here to Find Out How</a></p> <p>Please click the links to access the below Web Portals.</p> <ul style="list-style-type: none"> <li>• <a href="#">Corporate Web Portal</a></li> <li>• <a href="#">Personal Web Portal</a></li> </ul>
Fees and Charges	<p>Current fee and charges will be available in our corporate website : <a href="https://www.amanabank.lk/tariff-services.html">https://www.amanabank.lk/tariff-services.html</a></p>

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## AMANA BANK WHATSAPP BANKING



Product Features	<p>Start your WhatsApp Banking journey by simply typing “<b>Hi</b>” on WhatsApp. Experience a secure and convenient way to manage your finances—anytime, anywhere. This service is available in <b>Sinhala, Tamil, and English</b>, offering a smooth and personalized experience in your preferred language.</p> <p><b>Available Options</b></p> <ol style="list-style-type: none"><li><b>1. Check My Account Balance</b> Instantly view the balances of your <b>Current Account, Savings Account, and Term Investments</b>.</li><li><b>2. My Facilities</b> Access details of your existing financing arrangements with the Bank.</li><li><b>3. Fund Transfer / Bill Payments</b> Receive direct links to Amana Bank’s Digital Banking platform to perform fund transfers, pay bills, and more.</li><li><b>4. Debit Card Offers</b> Get updates on exclusive debit card offers, partner discounts, and seasonal promotions.</li></ol>
Eligibility	<ul style="list-style-type: none"><li>• Available to all Amana Bank customers with a <b>registered mobile number</b>.</li><li>• Services are accessible only via the <b>mobile number linked to your Amana Bank account</b>, ensuring security and privacy.</li></ul>
Benefits	<ul style="list-style-type: none"><li>• Contactless and secure access through end-to-end encrypted messaging</li><li>• Available 24/7, including weekends and holidays</li><li>• Fast and easy access to essential account information</li><li>• No additional charges to use the service</li><li>• Seamless links to digital banking transactions</li><li>• Secured with OTP via SMS</li></ul>
How to get started	<ol style="list-style-type: none"><li>1. Save <b>+94 70 775 6756</b> to your contacts or simply click this link: <a href="https://bit.ly/AmanaWAB">https://bit.ly/AmanaWAB</a></li><li>2. Open WhatsApp and send “<b>Hi</b>” to the saved number.</li><li>3. Follow the on-screen prompts in the chat window.</li><li>4. After the selection of language and acceptance of Terms and Conditions in the initial session, users will not be prompted for them in subsequent sessions</li></ol>

Product Description	<p><b>Amana Bank Connect</b> is your complete digital gateway to Amana Bank—designed to help you explore the bank’s services, connect with support, and access tools that make banking easier. Whether you’re an existing customer or someone exploring what Amana Bank has to offer, <b>Amana Bank Connect</b> is the simplest way to stay informed, stay connected, and take action—all from one secure, convenient app.</p>
Product Features	<ul style="list-style-type: none"> <li>• <b>Open an Account Online</b> Start your journey with Amana Bank by opening a savings account, right from your phone.</li> <li>• <b>Call us option</b> Instantly connect with the right Amana Bank contact based on your need—no searching required.</li> <li>• <b>‘Your Bank’ Online Banking Access</b> Seamlessly access the online banking web portal to transfer funds, pay bills, and manage your accounts.</li> <li>• <b>Corporate Online Banking Access</b> Log in to Amana Bank’s dedicated online banking platform for business and corporate clients.</li> <li>• <b>Apply for Financing</b> Learn about financing options and submit your application online.</li> <li>• <b>View Debit Card Offers</b> Access the latest offers available for Amana Bank debit cardholders.</li> <li>• <b>WhatsApp Banking</b> Access Amana WhatsApp Banking to check balances, view financing facility details, and more.</li> <li>• <b>Branch Locator</b> Find the closest Amana Bank branch or ATM with the branch locator.</li> <li>• <b>Explore Careers at Amana Bank</b> See current job openings and opportunities to grow your career at Amana Bank.</li> <li>• <b>Give Feedback</b> Your opinion matters. Use the feedback feature to share your thoughts or report issues.</li> <li>• <b>Orphan Care Website</b> Support a cause that matters. Visit the Orphan Care platform from within the app to learn more and contribute.</li> </ul>

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## SMS ALERTS & E-STATEMENTS



<p>SMS Alert Description and Features</p>	<p>Have a track on the transactions taking place in your account by subscribing to Amãna Bank’s SMS Alerts service. You will be updated instantly on your mobile as and when any of the following transactions take place along with your latest account balance.</p> <ul style="list-style-type: none"> <li>• Debit card transactions</li> <li>• Profit distribution</li> <li>• Cash deposit and cash withdrawals</li> <li>• Inward remittances</li> <li>• Salary remittances</li> <li>• Internal and external fund transfers</li> <li>• Cheque realization and encashment</li> <li>• Standing order transactions</li> <li>• Bill payment alerts</li> </ul>
<p>E- Statement Description</p>	<p>Register For E-Statements from Home, now you can conveniently register for Amãna Bank E-Statement Facility from the safety and comfort of your home.</p>
<p>How to Apply</p>	<p><a href="#">Click here</a> to apply for SMS Alerts and E-statements subscription</p>
<p>Feedback and Complaints</p>	<p>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.</p> <p>Customer Solution Centre Number :+94 11 7 756 756          Email : <a href="mailto:info@amana.lk">info@amana.lk</a>   <a href="mailto:feedback@amana.lk">feedback@amana.lk</a>          Submit your inquiry on our website <a href="http://www.amanabank.lk">www.amanabank.lk</a></p> <p>However, if your expectations have not been met with, you can write or e-mail to:          The Manager - Service Quality Assurance          Amana Bank,          No. 486, Galle Road, Colombo 03          or e-mail <a href="mailto:servicequality@amana.lk">servicequality@amana.lk</a></p>

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.  
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