

KEY FACT DOCUMENT

SENIOR CITIZEN SAVINGS ACCOUNT



Eligibility	<ul style="list-style-type: none"> Sri Lankan citizens aged 55 and above
Product Features	<ul style="list-style-type: none"> Free ATM/VISA debit card Higher profit-sharing ratio <p>Profit Sharing Ratio and Latest Profit Rates : Visit https://www.amanabank.lk/profit-sharing-ratios/local-currency-accounts.html</p> <ul style="list-style-type: none"> Priority services at branches Access to higher Profit-Sharing Ratio on 12 months Term Investments (monthly profits) Access to Amana Bank Internet Banking and Mobile Banking
Required documents	<ul style="list-style-type: none"> Account Opening Mandate Know Your Customer (KYC) Form Individuals : National Identity Card (NIC)/ Passport / Driving License (DL) <p>Visit the nearest branch or download through the corporate website : https://www.amanabank.lk/application-downloads.html</p> <ul style="list-style-type: none"> Address verification documents (If the given address to the Bank is different from the National Identity Card)
Fees and Charges	Current fee and charges will be available in our corporate website : https://www.amanabank.lk/tariff-services.html
Terms and Conditions	Product information and terms and conditions are subject to change from time to time. Therefore, it is advisable to contact the branch nearest to you for the latest information and prevailing terms and conditions or visit our corporate website : https://www.amanabank.lk/pdf/application-downloads/general-business-conditions.pdf

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Insurance Coverage	Amana Bank is a member of the Sri Lanka Deposit Insurance Scheme operated under the Central Bank of Sri Lanka, thereby protecting eligible deposits up to LKR 1.1 million per depositor.
Feedback and Complaints	<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 : info@amana.lk feedback@amana.lk Submit your inquiry on our website www.amanabank.lk</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 servicequality@amana.lk</p>
	<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.</p> <p>Financial Ombudsman, No.1, Bethesda Place, Milagiriya, Colombo 04. Telephone: + 94 11 2595624 Fax: +94 11 2595625</p>