



## Frequently Asked Questions (FAQs)

### Bank Supervision

What are the Licensed Commercial Banks in Sri Lanka?

Please refer the link below.

[Licensed Commercial Banks](#)

What are the Licensed Specialised Banks in Sri Lanka?

Please refer the link below.

[Licensed Specialised Banks](#)

How can a customer make a complaint to the Central Bank of Sri Lanka with respect to the unsatisfactory banking service by a Licensed Commercial Bank or a Licensed Specialised Bank?

The Central Bank of Sri Lanka has established a dedicated department to handle public complaints. You may refer the following link, in this regard.

[Financial Consumer Relations Department \(FCRD\)](#)

Where can we find the Banking Act?

Please refer the link below.

[Banking Act, No. 30 of 1988](#)

Where can we find directions, circulars and guidelines issued by Bank Supervision Department to Licensed Commercial Bank with respect to banking operations?

Please refer the link below.

[Directions, Circulars and Guidelines for Banks](#)

What is meant by 'Debt Moratorium'?

Debt moratorium refers to the deferment of capital and/or interest payments, which fall due within a respective concession period on a term. However, Debt Moratorium does not mean a waive-off of capital and/or interest, permanently. A customer should pay the capital and/or interest pay falls due within the concession periods at a later date according to the revised repayment plan given by the respective bank.

What are the recent directions, regulations and guidelines issued with regard to Debt Moratorium facility?

Circular No. 10 of 2021 - [Extension of Debt Moratorium for Covid-19 Affected Businesses and individuals in the Tourism Industry](#)

Circular No. 04 of 2021 - [Extension of Debt Moratorium for Covid-19 Affected Businesses and individuals in the Tourism Industry](#)

Circular No. 10 of 2020 - [Debt Moratorium for COVID-19 Affected Businesses and Individuals](#)

Where can we find explanations given by the Central Bank of Sri Lanka from time to time with respect to the Debt Moratorium?

Please refer the links below.

[Explanation 01 of 2020](#)

[Explanation 02 of 2020](#)

[Explanation 03 of 2020](#)

[Explanation 04 of 2020](#)

[Explanation 05 of 2020](#)

[Explanation 01 of 2021](#)

What is the procedure to be followed to claim depositors' money of a closed down licensed bank in Sri Lanka?

**Step 1:** In the event a Licensed Commercial Bank or a Licensed Specialised Bank proceeds with a voluntary liquidation or ceases to carry on banking in Sri Lanka, such Licensed Commercial Bank or the Licensed Specialised Bank is required to settle all deposit liabilities to its depositors.

**Step 2:** Upon notification by the bank with regard to the said voluntary liquidation or the ceasure to carry on banking business, the depositors should respective bank with necessary proof and identification documents to withdraw their funds.

**Step 3:** The unclaimed portion of depositors' money in Sri Lanka Rupee and Foreign Currency will be transferred by the respective bank to a speci the Central Bank of Sri Lanka and shall be considered as unclaimed funds.

**Step 4:** With regard to claiming unclaimed fund in Sri Lanka Rupee and foreign currency, a depositor should contact the Central Bank of Sri Lanka necessary proof and identification documents to claim their funds.

How to claim money from a bank account, which has been classify as abandoned property (inactive accounts) and of balance has been transferred to the Central Bank of Sri Lanka by any Licensed Commercial Bank or a Licensed Specialised

If the funds are maintained in Sri Lanka Rupee (LKR):

**Step 01:** Make a formal request to the respective bank by the customer with the documents to prove the identity such as the National Passport, Birth Certificate or any other source document that assist in identifying the ownership of the account.

**Step 02:** The bank will pay the depositor's claim using the funds retained in the control account of the respective bank which includes 10 classified as abandoned properties.

**Step 03:** If the depositor's claim is in excess of 10% of funds retained in the control account of the bank, then the respective banks will pay his/her claim after verifying claimant's identity, and subsequently forward the request to the Central Bank of Sri Lanka for reimbursement.

If the customer account is maintained in Foreign Currency (FCY):

**Steps:** Depositors can submit their claims to the respective Licensed Commercial Bank or the Licensed Specialised Bank to obtain the funds relevant documents such as the National Identity card, Passport, Birth Certificate or any other source document that assist in identifying the the account.

How can we find recent statistical data relating to the Financial Sector?

Please refer the link below

#### **Financial Sector Statistics**

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#### More Services

Employees' Provident Fund

Public Debt Management

Department of Foreign Exchange  
(<http://www.dfe.lk>)

Center for Banking Studies

Financial Intelligence Unit

Regional Offices of CBSL

LankaPay

#### Useful Sites

Ministry of Finance  
(<http://www.treasury.gov.lk/>)

Department of Census and Statistics  
(<http://www.statistics.gov.lk/>)

Institute of Bankers of Sri Lanka  
(<http://www.ibsl.lk>)

International Monetary Fund  
(<http://www.imf.org>)

Colombo Stock Exchange  
(<http://www.cse.lk/>)

Credit Information Bureau  
(<http://www.crib.lk>)

Sri Lanka Accounting and Auditing Standards Monitoring Board  
(<http://slaasmb.gov.lk/>)

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