



**INDIAN OVERSEAS BANK**  
**GENERAL TERMS AND CONDITIONS**  
**APPLICABLE FOR CUSTOMER ACCOUNTS**  
**DEALINGS AND TRANSACTIONS**

**1. APPLICATION**

These general terms and conditions (hereinafter referred to as the Terms and Conditions) where the context admits or requires and which term or expression shall include the terms, conditions and rules for Current Accounts, Terms Deposit Accounts and Savings Accounts herein contained designated in Sri Lanka Rupees or otherwise) will apply to the Customer accounts, dealings and transactions with Indian Overseas Bank (IOB) (also referred to as IOB or the Bank) and its successors and assigns and which term shall include any of its branch.

These terms and conditions shall -Mutatis Mutandis (with the necessary changes in points of details) apply to all Customers including but not being limited to individuals, partnerships incorporated and un- incorporated bodies.

The Bank reserves the right to alter, amend or add to these Terms and Conditions, and such alteration, amendment, or addition shall be deemed to be binding on all Customers.

Every amendment to these Terms and Conditions shall be made available in the official WEBSITE of IOB.

**2. BANK ACCOUNT**

It is hereby agreed that the Bank shall be authorized to act on signed instruction or document drawn or accepted in accordance with the operating instruction given in the Account Opening Application Form (herein after referred to as the –Mandate) until such time as the Customer shall give the Bank written notice to the contrary.

- (i) for making payment of a cheque, bill of exchange, promissory note, standing order, direct debit, issue of draft, mail and telegraphic transfer,

purchase and sale of securities and foreign currency and giving effect to and any other instruction by debiting such account whether in credit or otherwise; and

- (ii) to accept any other instruction regarding such account including instruction for the closure of such account.

### **3. CHEQUE BOOK**

- (i) The Bank may also in its absolute discretion issue a cheque book on a Current Account. Where a cheque book is issued, the Customer shall be responsible for its safe custody at all times and notify the Bank forthwith if such cheque book or any cheque leaf contained therein is lost or stolen.
- (ii) The Bank may, at its discretion, accept a Customer's instruction to stop payment of a cheque (either orally or in writing) in cases where the Customer has lost a cheque book or any cheque leaf. Any oral instruction must be confirmed in writing on the same day. Upon receipt of valid stop-payment instructions, the Bank shall take all reasonable steps to comply and shall be liable for any loss arising from its failure to do so due to its negligence.

### **4. OVERDRAFT**

- (i) A Customer shall be liable for any overdraft or other facilities arising in connection with any of his accounts with the Bank and the Customer hereby specifically authorizes the Bank to debit any such account with all or any interest (including compound interest) commission and other Banking charges, cost and expenses (including any legal cost) incurred in connection therewith at such rates as may be determined by the Bank from time to time in its absolute discretion. The Customer shall also pay to the Bank such amounts of money in the manner and at such times as may be required by the Bank in its absolute discretion.
- (iii) Where any amount of money is so credited to such account whilst an overdraft or other Banking facilities in connection therewith is in force, such amount shall firstly be applied by the Bank to set-off any interest (including compound interest) payable until the interest due is paid in full. Thereafter any such amount so credited shall be applied to set-off the principal amount of any such overdraft or any other banking facilities.

## **5. DEPOSITS AND WITHDRAWALS**

Deposit/s and the withdrawal/s are governed by the laws in force at present in Sri Lanka. The Bank has the discretion to allow withdrawal of monies at any branch in Sri Lanka, subject to the production of evidence of an identity, satisfactory to the Bank and on payment of any customary charges that may be levied by the Bank from time to time.

## **6. MAINTAINING ACCOUNTS**

### **(i) Periodic Balance Statements**

Unless otherwise agreed upon, the Bank will issue periodic balance statement on the Customer's account at such intervals to be determined by the Bank.

### **(ii) Time Allowed for Objection**

Any objection a Customer may have concerning the correctness or incompleteness of a periodic balance statement received by the Customer must be raised promptly, but in any event must be received by the Bank in writing on immediate receipt of such statement. In the absence of any objection with in the period specified above, the periodic statement shall be deemed to be correct and binding.

## **7. GENERAL CONDITIONS FOR ACCOUNTS AND SERVICES**

- (i)** By signing the mandate, the customer: Acknowledges and agrees to be bound by the general and other terms and conditions set forth below and the use of the account and services shall constitute their ongoing acceptance of and compliance with these terms and conditions.
- (ii)** Is deemed to have given consent to the authorized officers of Bank to verify the authenticity of the particulars relating to the National Identity Card via the information system of the Department for Registration of Persons.
- (iii)** Is deemed to have given the consent to the authorized officers of the Bank to capture his / her photograph for the purpose of identification.
- (iv)** Is deemed to have given consent to the Bank to process, store and retain the

application, all information and data provided in the application and/ or any mandates in physical or an electronic form and hereby authorize the Bank to submit same as evidence to law enforcement authorities that includes judicial courts or any other law if and when required.

- (v)** Acknowledges that operations (deposits and withdrawals) of the account are subject to the laws and regulations in force in the country. Deposits and withdrawals can be made at any Branch of the Bank.
- (vi)** Acknowledges that the Bank is obligated to adhere to regulations and report any transactions deemed appropriate or exceeding specified thresholds to the Financial Intelligence Unit (FIU) of the Central Bank of Sri Lanka, Inland Revenue Department (IRD) or any other party legally or otherwise authorized to obtain such information including Credit Information Bureau of Sri Lanka (CRIB), in case of credit facilities.
- (vii)** Acknowledges and understands the responsibility as an account holder / customer to notify or periodically update the Bank of any changes in name, address, contact details or any other information provided to the Bank in accordance with the Customer Due Diligence Rules, No. 01 of 2016, as outlined in the Extraordinary Gazette No. 1951/13 dated January 27, 2016, issued by the FIU. Failure to fulfil this requirement may lead to restrictions in on boarding for banking services, limitations in carrying out transactions in the account and /or withdrawal of facilities.
- (viii)** Acknowledges that the Bank reserves the right to modify fees, commissions, charges, and rates periodically. Details of these changes will be notified and prominently displayed on Digital Signage panels installed at Branches and can be obtained through inquiries from Branches, Contact Centre or by visiting the Corporate Website.
- (ix)** Acknowledges that hours of business of the Bank will be as declared by the respective Branches of the Bank.
- (x)** Acknowledges that he/she is fully aware of the risks of losses involved in foreign currency investments, is willing and able to assume the financial and other risks

involved, and will not hold the Bank responsible for any loss incurred in connection with such investments.

- (xi)** Undertakes to make the Bank aware if the account holder is a person with special needs, the nature of such need, if a special attention or assistance is required to be provided by the Bank while obtaining banking services or carrying out banking transactions.
- (xii)** As part of our contractual obligation to provide the necessary services along with our desire to optimize the usage of the IT infrastructure of the Bank, the Bank may from time to time utilize information system infrastructure managed or owned by reputed third-party service providers that may be located within or outside Sri Lanka. Customer acknowledges and agrees that the bank may share customer data with such service providers for hosting and processing information systems.
- (xiii)** The selection of such service providers will be after a careful and thorough evaluation process and upon entering in to formal contractual agreements.
- (xiv)** Unless otherwise agreed upon, the Bank will issue periodic account statements (electronic or otherwise) on accounts at such intervals to be determined by the Bank.
- (xv)** The Compensation available on Deposits (other than the excluded deposits in the Scheme) as per the Sri Lanka Deposit Insurance and Liquidity Support Scheme by Central Bank of Sri Lanka. Compensation up to the extent stipulated will be applicable in the event the Bank is unable to honour the deposit liability or any other event stated in the Scheme.
- (xvi)** Details of complaint handling mechanism of the Bank and alternate procedures can be obtained by enquiry from Branches; and accessing the Bank's Corporate Website.

## **8. JOINT ACCOUNT AND PARTNERSHIP ACCOUNT**

- (i) In the event of a Customer Account being a Joint Account, the Joint Account holders shall be jointly and severally liable for any overdraft, loan or other credit facilities or accommodation which may be granted on such account together with all interest, commission and such other banking charges and expenses.
- (ii) in the event of the death of one or more of the joint account holders, the Bank shall pay, deliver to or to the order of the surviving account holder or account holders all the money, security, deeds, documents, and other property (including safe deposit lockers and other contents) whatsoever or held by the Bank for, or standing to the credit of any account in the joint account holders' name, without referring to the legal heirs or representatives of the deceased joint account holder/s.
- (iii) the Bank shall be fully discharged of its obligations towards the joint account holder/s upon receiving the notice of death of one or more of the joint account holder/s and on payment of or delivery to or to the order of the surviving joint account holder/s all monies, securities deeds, documents and other properties whatsoever standing to the credit of or held by the Bank for any account whatsoever.
- (iv) Partnership account holders are jointly and severally liable for all transactions processed by the use of the facilities permitted to be provided by the Bank.

## **9. TERMS AND CONDITIONS FOR SAVINGS ACCOUNT/S**

- (i) Deposits may be made at any branch of the Bank. Withdrawals may also be made at any such branch of the Bank subject to the provisions of Section 5 of these Terms and Conditions.
- (ii) An account which carries less than the required minimum balance and which is inactive for a period more than 24 months may be closed by the Bank. Minimum Balance will be displayed in the branches.
- (iii) An account which are inactive for more than 24 months will be classified as In-Operative Accounts and categorized under Abandoned Properties when there are no transactions for more than ten years. The accounts which are more than ten years in abandoned property are to be transferred to Central

Bank of Sri Lanka. No charges will be levied on abandoned properties.

- (iv) The accounts which are classified under abandoned property can be operated/closed subject to the satisfactory reasons for his/her not operating the account so long.
- (v) Cheque/s / Draft/s and money orders may be accepted to the credit of Savings Accounts only at the sole discretion of the Bank.
- (vi) Interest will be calculated on the daily balance and credited monthly provided that the account has the required minimum balance on each such day of calculation.
- (vii) A savings Account holder will be issued with a Pass Book, the safety of which will be the account holder's responsibility. The Bank must be notified in writing without delay if the Pass Book is lost, stolen or misplaced. The Customer has an option to request for an e- statement of transactions in lieu of a pass book.
- (iv) Any money deposited or withdrawn will be recorded in the Pass Book by the Bank where applicable if the pass book is presented at the counter. An Account holder shall examine the entries of his Pass Book carefully before leaving the Bank and satisfy himself that the entries made therein are correct. Any discrepancy must be notified to the Bank forthwith.
- (v) The pass book should be presented at least once in every six (06) months to have all transactions recorded therein. Transactions carried out prior to three (03) years from the date of presentation of the Pass Book will not be available for recording in the pass book. The Bank will not retain records of transactions exceeding the period of statutory requirement.
- (viii) Subject to paragraph (vii) of this section, the Bank reserves the right to mail by ordinary post, at its discretion the statement of transactions not recorded in the Pass Book.
- (ix) Withdrawal in cash can be made by the Account Holder from the Bank counter upon the production of the Pass Book and a correctly completed withdrawal form. When making an over- the-counter withdrawal, a Savings Account holder shall produce his Pass book and the NIC together with the correctly completed withdrawal form.

## **10. TERMS AND CONDITIONS FOR A CURRENT ACCOUNT**

- (i) Hours of business of the bank will be as declared by the respective branches of the IOB.
- (ii) Interest will not be paid on any balance remaining in the Current Account.
- (iii) A cheque book will be provided on payment of a nominal charge for Current Account. However, taxes and other charges levied by the Government of Sri Lanka will be debited to the Current Account.

- (iv) in using cheque/s, careful attention is required in respect of the following:
- An unauthorized person must not be permitted to access a cheque book. The Bank shall not be held responsible if a cheque is honored on a forged signature where such forgery arises due to the Customer's negligence in safeguarding the cheque book issued to them. However, the Bank shall exercise due care and diligence in verifying signatures and shall remain liable in instances where forgery is apparent or where such due diligence has not been exercised.
  - In issuing a cheque, the amount for which it is drawn must be clearly written both in words and figures, and no space shall be left facilitating the addition of any figure as the case may be or words thereafter.
  - Should it become necessary to make any alteration on a cheque, such alteration must be authenticated with the full signature of the drawer.
  - The bank may decline to pay on any cheque bearing a date that is six (06) months or more prior to the date of presentation for payment.
  - The Bank shall be liable where a postdated cheque is inadvertently paid and debited to the Customer's account. A postdated cheque is one that bears a date later than the date on which it is presented for payment. The Bank shall exercise reasonable care in handling postdated cheques. Where such a cheque is paid due to an error or negligence on the part of the Bank, the Bank shall cooperate with the Customer to mitigate any resulting charges or losses and shall be liable for such losses to the extent caused by its negligence.
  - The bank is not bound to pay a cheque against unrealized proceeds.
  - The branch must be notified forthwith in writing, in the event of a loss of a cheque leaf or the cheque book issued to a customer.
- (v) A customer is required to obtain the signature, of an officer of the bank for cash deposit into his account, on the relative counterfoil or receipt, unless overprinted by the Bank's Cash Teller machine provided for this purpose.
- (vi) A customer in making a withdrawal from his account must not draw in excess of the available balance, unless a prior arrangement has been made with the bank. In any event the Customer is liable to pay interest at the applicable rate in respect of such sum paid in excess of the available cleared balance as at that date in his account.
- (vii) Cheque/s / Draft/s and money orders may be accepted for Collection/Clearing to the credit of Current Accounts of the Bank.
- (viii) A customer should take in to account all the cheques that have been issued but have not been presented to the Bank for payment, in determining the balance available for the issuance of a further cheque.
- (ix) The bank will furnish to each Current Account holder a statement of account

at such intervals as may be requested by the Customer or in the absence of any instructions by the Customer the statements shall be sent in such intervals as may be determined by the Bank. The statement of account should be carefully checked on being received and any discrepancy therein should be brought to the notice of the Bank immediately.

- (x) An account which carries less than the required minimum balance and which is inactive for a period more than 24 months may be closed by the Bank. Minimum Balance will be displayed in the branches.
- (xi) An account which are inactive for more than 24 months will be classified as In-Operative Accounts and categorized under Abandoned Properties. The accounts which are more than ten years in abandoned property are to be transferred to Central Bank of Sri Lanka. No charges will be levied on abandoned properties.
- (xii) The accounts which are classified under abandoned property can be operated/closed subject to the satisfactory reasons for his/her not operating the account so long.
- (xiii) The Bank will charge commissions where applicable, for services provided. Further the Bank will impose a charge on every cheque dishonored or payment on which is stopped by the account holder. The Bank will also record instructions received from a drawer to stop payment on a cheque.

## **11. TERMS AND CONDITIONS FOR A DEPOSIT ACCOUNT**

- (i) The Bank shall not be obliged to release a deposit, or any part thereof, during the tenure of a term deposit, whether it is the original deposit or a renewed deposit. However, premature withdrawals may be allowed in exceptional circumstances, such as medical emergencies, subject to clearly disclosed and transparent penalties, ensuring a fair balance of Customer rights.
- (ii) Any Term Deposit Certificate / Receipt issued by the Bank to a Depositor at the time of making the deposit is not transferable.
- (iii) The expiry of the term or period of the deposit whether it is the original deposit or the renewed deposit and the delivery to the Bank of the Certificate/Receipt duly discharged are conditions precedent to the release of any money lying in a term deposit.
- (iv) Interest on Term Deposits is subject to With Holding Tax. Depositors have to submit declaration form to avail exemption from With Holding Tax.

- (iv) No interest will accrue after the expiry of the dated of maturity of a deposit.
- (v) Customer must assign the Fixed Deposit under lien to the bank when obtaining a cash back facility against the fixed deposit.
- (vi) The Original Fixed Deposit certificate must be surrendered at time of uplifting the deposit.
- (vii) Lost certificates should be reported to the Bank immediately.
- (viii) For premature withdrawals, interest will be paid for deposits maintained for a period exceeding 7 days. The interest rate will be based on the interest rate applicable for the completed months under General Fixed Deposits minus 1% or deposits closed within one month Savings Account Interest Rate minus 1%.
- (ix) Unless instructions to the contrary are given in writing by the depositor to the Bank at least seven (07) working days before the end of the current term of a deposit, the Bank has the right and authority, although it shall not be obligatory of the Bank to do so, to renew the term deposit together with the accrued interest, if any, for a further term at the discretion of the Bank, subject to the terms and conditions herein contained or such other and further conditions the Bank may deem necessary.

## **12. DOCUMENTS REQUIRED FOR OPENING OF ACCOUNT & ACCEPTABILITY OF CUSTOMERS**

### **a. Customer Identification**

#### **i. Personal Accounts**

The following information should be obtained from all prospective personal customers:

1. Customer's name from an original of a document issued by an official authority, preferably bearing a photograph of the customer, such as the national identity card, passport or the driving license.
2. Customer's permanent mailing address and supporting evidence which should be confirmed through correspondence.
3. The authenticity and integrity of an introducer and his own identity should be established to the satisfaction of the bank.

#### **ii. Corporate Customers**

The following documents should be obtained:

1. Certificate of Incorporation, Memorandum and Articles of Association or Partnership Agreement, as appropriate, to establish the legal status of the customer.
2. Resolution by the Board of Directors
3. Duly completed application form containing authorised specimen signatures.
4. The identity of each director and those authorised to operate the

account, should be established.

5. For companies, businesses or partnerships registered outside Sri Lanka, similar documents should be obtained, taking into consideration any soft regulatory system in the country of origin.

**iii. In the case of accounts operated by:**

1. A Power of Attorney
2. Joint account holders
3. Partnerships
4. Trust accounts/Fiduciary accounts

The identity should be established in respect of each signatory to the account.

### **13. AML/CTF/CPF Guidelines**

1. Accounts with the Bank is subject to AML/CTF/CPF guidelines issued by various authorities.
2. Financial Transaction Reporting Act :

Where the Financial Intelligence Unit has reasonable grounds to suspect that a transaction or attempted transaction may –

- (a) involve the proceeds, which are attributable to any unlawful activity ; or
- (b) be connected to the commission of the money laundering offence under the Money Laundering Act, No.5 of 2006; or
- (c) be preparatory to the commission of an offence under the Convention on the Suppression of Terrorist Financing Act, No.25 of 2005,

it may direct the Institution in writing or by telephone to be confirmed in writing within twenty-four hours, not to proceed with the carrying out of that transaction or attempted transaction or any other transaction in respect of the funds affected by that transaction or attempted transaction for a period to be determined by the Financial Intelligence Unit, which may not be more than seven days, in order to allow the Financial Intelligence Unit –

- (i) to make any necessary inquiries concerning the transaction or attempted transaction; and
  - (ii) if the Financial Intelligence Unit deems it appropriate, to consult or advise the relevant law enforcement agency in the inquiries.
3. The Financial Intelligence Unit may make an *ex-parte* application to the High Court of the Western Province, in Colombo, for an extension of the period of

time stipulated in subsection (2) setting out the grounds for such application.

4. For the purposes of subsection 15 (2) (a) quote above —*unlawful activity*|| interalia includes: –
- a) involve the proceeds which are attributable to any unlawful activity ; or
  - b) be connected to the commission of the money laundering offence under the Money Launderng Act, No. 5 of 2006 ; or
  - c) be preparatory to the commission of an offence under the Convention on the Suppression

Hence, in view of the above provisions of law, if there is adequate proof that funds transferred from a company to an individual would finance terrorism, it is possible for the FIU to inform the Bank concerned which holds the funds for the company which proposes to release such funds to an individual to carry out any act of terrorism, to suspend the account for a period of 7 days. Before the expiry of 7 days, the FIU should apply to the High Court of Colombo for an extension of the time if the time is insufficient to take in appropriate action to seize the funds in the account.

Banks have to submit customer's transactions beyond Rupees one million in a single transaction or multiple transactions based on cash deposits/withdrawals on a day to CBSL within 31 days of occurrence of such transaction. this is apply for any other transactions including domestic and international.

#### **5. Exchange of Information:**

Banks exchange information on the clients as per the internal guidelines and also as per the request of the other banks. Confidentiality with the maintained by the banks when such exchange of information takes place.

### **14. OTHER TERMS AND CONDITIONS**

#### **(i) COST OF BANKING SERVICES**

##### **(a) Interest and Charges**

the customer shall pay interest on monies due to the Bank and charges on services provided by the Bank at such rate(s) and on such basis and at such time as shall be agreed in writing with the bank from time to time or in the absence of such written agreement, as determined by the Bank.

##### **(b) Interest on Overdue Amounts**

The Bank shall be entitled at its discretion to charge a higher rate of interest on amounts not paid when due or amounts overdrawn without prior agreement and such interest may be compounded periodically as determined by the Bank.

(c) **Changes in Interest and Charges**

In the case of a variable interest rate facility, the interest rate shall be adjusted in accordance with the terms of the relevant agreement. Charges for services may be varied by the Bank at its reasonable discretion, unless otherwise agreed in writing. The Bank shall provide the Customer with prior notice of any changes to interest rates, fees, or applicable terms and conditions on credit facilities within the agreed tenure, within seven (7) working days. Other service charges, which are reviewed and updated on an ongoing basis, will be published at Bank premises and on the Bank's corporate website for Customer information.

(d) **Costs and Expenses**

The Customer shall pay or reimburse to the Bank immediately upon demand and the Bank shall be entitled to debit any of the Customer's account/s with all commissions and other charges usually charged by the Bank whether or not previously notified to the Customer and all other costs, charges and out of pocket and other expenses incurred by the Bank under these General conditions, any Special Conditions or any other agreement between the Bank and the Customer, including legal expenses.

(ii) **DEATH, INCAPACITY OR BANKRUPTCY**

On the death, incapacity or bankruptcy of the Customer, the Bank is entitled to require the production of documentary evidence thereof (such as letters of administration, relevant court orders or any equivalent thereof) in form and substance acceptable to the Bank before the Bank permits the disposal to or by any person who is designated as executor, administrator or other personal representative of the Customer or deceased, and trustee or receiver of assets or any purported beneficiary of the assets. The original of any documentary evidence must, if the Bank so requests, be submitted together with an English translation (where applicable) acceptable to the Bank. The death, incapacity or bankruptcy of any joint account holder shall not bind the Bank until it receives written notice of such fact from a source which it considers to be reliable. Upon receipt of the relevant notice, the Bank shall be entitled to freeze the account(s) until it receives to its satisfaction, the evidence as mentioned above.

(iii) **FOREIGN CURRENCY RISK DISCLOSURE**

The Customer hereby declares that he/she is fully aware of the risks of losses involved in foreign currency investments and the Customer is willing and able to assume the financial and other risks involved and that the Customer will in no way hold the Bank responsible for any loss which the Customer may incur in connection therewith.

(iv) **SET-OFF AND LIEN**

(a) **Agreement on Lien / Set-Off**

The Customer and the Bank agree that the Bank acquires a lien and / or security right on any securities and properties which have come or may come into the possession of the Bank. The above is without prejudice to any general or banker's lien or right of set-off or other right to which the Bank may be entitled. The Customer undertakes to do such act or sign such documents required by the Bank for the purpose herein.

(b) **Secured Claims**

The lien and security right serves to secure all existing, future and contingent claims arising from the banking relationship (whether arising under these Terms and Conditions, any Special Condition or in respect of any agreement or transaction, whether actual, future or contingent, as principal, surety or otherwise, and in whatever currency) which the Bank is entitled to against the Customer.

(c) **Interest and Dividend Coupons**

Where the securities are subject to the Bank's lien /right, the Customer is not entitled to demand delivery of the interest and dividend coupons pertaining to such securities.

(v) **BANKING SECRECY**

The Bank has a duty to maintain secrecy about any Customer-related facts under the Common Law and a similar obligation is imposed upon its officers under section 77 of the Banking Act No. 30 of 1988. However, the Bank may disclose information concerning a Customer or its transactions or accounts when it is required to do so by a Court of Law or when it has been authorized by the Customer or in the performance of its duties or in order to comply with any provision of law.

(vi) **DISCLOSURE**

The Customer hereby authorizes the Bank to disclose any information relating to him or his transactions or accounts to :

- (i) Any guarantor or, or third party provider of security for, the Customer or its account(s) with the Bank in respect of any banking facility or service provided by the Bank to the Customer ; or
- (ii) Any actual or potential assignee, participant or contractual party in connection with any rights obligations of the Bank in relation to the Customer.

(vii) **PRINCIPLES OF LIABILITY**

In the performance of its obligations, the Bank shall only be liable for the willful default or gross negligence on the part of its staff. In the event that the Customer has contributed to the occurrence of the loss by the Customer's own fault (e.g. by violating the duties as mentioned in these Conditions), the principles of contributory negligence shall determine the extent to which the Bank and the Customer shall have to bear the loss.

(viii) **INDEMNITY**

The Customer shall indemnify the Bank against any or all claims, demands, actions, damages, liabilities, costs, losses, expenses and other sums which the Bank may incur or suffer in connection with or arising from giving credit or other banking facilities to the Customer or performing any banking service for the Customer, and shall reimburse the Bank upon demand for any such payment which may be made or incurred by the Bank reason thereof.

The Customer will indemnify the Bank for any loss incurred by the Bank resulting from the fact that the Bank without any willful default on its part does not obtain knowledge of any restrictions of the Customer's or his representative's legal capacity.

(ix) **PRESCRIPTION**

Any monies due by the Customer to the Bank in respect of a loan and interest thereon shall be recoverable from the Customer notwithstanding the Prescription Ordinance (Cap. 68) and the Customer agrees that he shall not plead the Prescription Ordinance (Cap. 68) as a bar to the Bank suing the Customer for the recovery of the said monies.

(x) **FORCE MAJEURE**

The Bank shall not be liable for any loss nor inability to perform, caused by or in connection with any event of force majeure including but not limited to riot, war, natural disaster, any circumstance beyond the Bank's control or other occurrences for which the Bank is not responsible (e.g. strikes, lock outs, traffic hold ups, civil commotion, acts of domestic or foreign governmental or other authorities (whether de jure or de facto), requirements of any law or regulation, market disruption, or any act of learning / settlement agency or central depository).

(xi) **INFORMATION AND NOTICES**

- (a) The Customer shall notify the Bank without delay in writing of any changes in the Customer's name, address and other particulars, as well as the termination of, or amendment to any powers of representation towards the Bank conferred on any person (in particular, a power of attorney) or the authority of any person. This notification duly also applies to any change to the particulars of the Customer in any public register and also exists where the powers of representation are recorded in such public register and any termination thereof or any amendments thereto are entered in that register.
- (b) All information regarding the trade, business or occupation and financial condition or any material change in respect thereto of the Customer will be furnished by the Customer to the Bank.

- (c) Particulars of any litigation or potential litigation which may tend to affect the Customer's financial capacity shall be disclosed by the Customer to the Bank.
- (d) The Bank is entitled at its discretion and without liability to send any notice, correspondence, instrument or document to the Customer by ordinary post, hand, telex or facsimile or e-mail (to the last known address, telex number or facsimile number or e-mail address of the Customer known to the Bank), and any such communication shall be deemed to have been received by the Customer two (02) days after posting (if local), five days after posting (if overseas), at the time of transmission (if by telex or facsimile or e-mail) or upon delivery (if by hand).

## **15. TERMINATION**

### **(i) Termination Right of the Customer**

Unless the Bank and the Customer have otherwise agreed in writing to a termination provision, the Customer may at any time, with reasonable prior written notice, terminate the business relationship as a whole or any particular business relation arising out of the duly signed and accepted Mandate. Provided however, that any such termination shall not affect the rights which have accrued to the Bank prior to such termination.

### **(ii) Termination Rights of the Bank**

#### **(a) Termination upon notice**

Upon giving a notice, which the Bank's opinion is reasonable, the Bank may at any time terminate any business relationship as a whole or any particular relation arising out of the duly signed and accepted Mandate, for which neither a term nor a termination provision has been agreed in writing. In determining the notice period, the Bank will whenever practical take into account the known legitimate concerns of the Customer.

#### **(b) Termination of loans and facilities with no fixed term**

Loans, or credit or banking facilities/commitments for which neither a fixed term nor a termination provision has been agreed in writing may be terminated at any time by the Bank in its discretion without prior notice.

(c) **Termination for reasonable cause without notice**

Termination of the business relationship as a whole or of a particular relation arising out of the duly signed and accepted Mandate, without notice, is permitted if there is reasonable cause, which makes it unacceptable to the Bank to continue the business relationship after having given due consideration to the known legitimate concerns of the Customer.

(d) **Settlement following termination**

Upon termination of the business relationship or facilities, all amounts and obligations owing by the Customer to the Bank shall become due and payable immediately on demand and all foreign exchange and other derivative transactions between the Bank and the Customer shall be terminated early at the Bank's discretion and become due and payable at the then market value as determined by the Bank. In respect of any outstanding future or contingent liability of the Customer to the Bank, the Customer shall immediately provide sufficient cash cover for the same on such terms, as the Bank may require.

(e) **Saving Rights**

Termination by the Bank of any relationship as a whole or of a particular relation under any of the provisions above stated shall not affect the rights which have accrued to the Bank prior to such termination.

## **16. ASSIGNMENT**

The Bank shall have the right to assign any or all its rights hereunder to another party without obtaining the prior approval from the Customer subject to the provisions under Financial Consumer Protection Regulations No. 01 of 2023 dated 09.08.2023.

## **17. WAIVER**

No forbearance, neglect or waiver by the Bank of any of these Terms and Conditions in respect of a particular instance or occurrence shall prejudice the Bank's rights thereafter to strictly enforce the same. No waiver by the Bank shall be effective unless it is in writing.

## **18. JURISDICTION & GOVERNING LAW**

### (i) Place of Jurisdiction

Without prejudice to the Bank's right to proceed against the Customer in any other country or in any other Court, the Customer irrevocably submits to the non-exclusive jurisdiction of the District Court of Colombo. (The Bank itself may be sued only before the courts of Sri Lanka).

### (ii) Substantive Law

The business relationship, customer accounts, dealings and transactions envisaged herein and the Mandate shall be governed by the Laws of Sri Lanka.

Interpretation :

In this general Terms and Conditions the words importing the singular number shall include the plural and vice versa, and words importing the masculine gender shall include the feminine gender and words importing persons shall include corporations and companies.

The headings are inserted for convenience only and shall not affect the construction of this document.

Reference to any statutory provision, regulation, rule, order or direction shall include a reference to such provision, regulation, rule, order or direction as from time to time re-enacted, amended, extended, supplemented or replaced.

## **19. CUSTOMER COMPLAINT HANDLING AND REDRESS MECHANISM**

Customers can provide their feedback and submit any complaints through the following options.

1. Customer Complaint Handling Unit via telephone  
0115324400/14/21/25, via email at [iobcolombo@iobnet.co.in](mailto:iobcolombo@iobnet.co.in) or

reach the Central Complaints Handling Officer at [nirupama@iob.in](mailto:nirupama@iob.in) .

2. More information on the customer complaint handling process is available on the bank's website at <https://www.iob.bank.in/en/Colombo>
3. Post the complaints to: In-charge, Customer Complaint Handling Unit, Indian Overseas Bank, No. 139, Main Street, Colombo-11, Sri Lanka.

Complaints received by the Bank will be duly acknowledged, and a designated customer service officer shall formally acknowledge receipt to the customer within two (2) working days. General complaints (such as errors and omissions, staff conduct, or internal administrative matters) will ordinarily be resolved within three (3) working days from the date of receipt.

More complex complaints (including those relating to products, service channels, or suspected irregular or unauthorized activities) will be addressed and resolved within five (5) working days from the date of receipt.

In the event the if not satisfied with the solution provided by the Bank, customer has the option to escalate the complain to;-

- ❖ The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka as per the specified format available in their website: <https://www.cbsl.gov.lk/en/fcrd->
- ❖ The Financial Ombudsman, Office of the Financial Ombudsman - Sri Lanka, No. 143A, Vajira Road, Colombo 05. Contact Number: +94 11 259 5624 Tele Fax: +94 11 259 5625 Email: [fosril@sltnet.lk](mailto:fosril@sltnet.lk) Website: [www.financialombudsman.lk](http://www.financialombudsman.lk)

## **20. OTHER INFORMATION**

1. The Bank ensures that customers' financial information and assets are protected in accordance with the Financial Consumer Protection Regulations No. 01 of 2023.
2. The Bank collects, processes, stores, transfers, and safeguards personal data in compliance with the Personal Data Protection Act, No. 9 of 2022.
3. The Bank is committed to assisting customers in their preferred language, where reasonably practicable.

End of Document  
Last update 28.02.2026