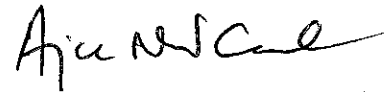


Directions issued by the Monetary Board in terms of Sections 46(1) and 76(J)(1) of the Banking Act, No. 30 of 1988, as amended.



Nivard Ajith Leslie Cabraal  
**Chairman of the Monetary Board/  
Governor of the Central Bank of Sri Lanka**

Colombo  
5 October 2011

**BANKING ACT DIRECTION NO. 8 OF 2011  
CUSTOMER CHARTER OF LICENSED BANKS**

In order to ensure the soundness of the banking system, Sections 46(1) and 76(J)(1) of the Banking Act, No. 30 of 1988, last amended by the Banking Act, No. 46 of 2006, empowers the Monetary Board to issue Directions to licensed banks regarding the manner in which any aspect of the business of such banks is to be conducted. Safeguarding the interests of the customers, building up a healthy relationship between customers and banks; and improving the customer confidence in the banking sector would promote and ensure stability in the banking sector. In view of the above, the Monetary Board issues this Direction to all licensed banks to adopt a 'Code of Conduct' in line with the Customer Charter annexed to this Direction.

1. All licensed banks shall ensure that the customers' rights are protected in line with 'Customer Charter' annexed to this Direction and adopt a 'Code of Conduct' based on the charter.
2. All licensed banks shall obtain written confirmation on adherence to the 'Code of Conduct' from the current employees and all new employees (prior to taking up their employment in the bank).
3. All licensed banks shall publish the 'Customer Charter' in their websites, make copies available for customers on request in their preferred language and educate them when necessary.
4. All licensed banks shall ensure the implementation of this Direction within 6 months from the date of the Direction.