

Key Fact Document

SOLO



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Description of the product/ Delivery Channel

SOLO Digital Wallet is a cutting-edge financial technology solution that empowers users to make their payments, securely, and conveniently. You can link any Bank account under the Just Pay platform and start using SOLO

Financial and other benefits to customers including incentive and promotions

In SOLO you can link :

Bank Account

Debit / Credit Card

Create a SOLO Max Wallet (Only for HNB account holders)

General Features

- QR Payment
- Bill Payments
- Mobile Reloads
- Direct Pay
- Loyalty & Rewards
- Coupons

Wallet Features

- Send Money
- Transfer Money
- Request Money
- Cash to Mobile
- Split Pay

Promotions - <https://www.getsolo.lk/solo-for-consumers/#promos>

Cost to Customers – Fees/charges, commission, interest, etc.

- Registration and Login - FOC
- Monthly / Annual Service Fee - FOC
- SOLO Max Wallet top via other bank accounts - FOC
- Send Money / Request Money / Split Pay - FOC
- Transfer Money to HNB accounts - FOC
- Transfer Money to other bank accounts - LKR 30/-
- Cash to Mobile - LKR 20/-
- Bill Payments via bank accounts
 - Utility / Telecommunication / Television / Internet / Donation – FOC
 - Insurance / Finance / Education / Dealers & Distributors / Condominiums / Clubs & Society – Between LKR 1 to LKR 20 depending on the transaction value
- Bill Payments via HNB debit / credit cards
 - Utility / Telecommunication / Television / Internet / Donation – FOC
 - Insurance / Finance / Education / Dealers & Distributors / Condominiums / Clubs & Society – 1% of the transaction value

- Bill Payments via other bank debit / credit cards
 - Condominiums – 3.0% of the transaction value
 - Telecommunication / Television / Internet / Donations / Finance / Clubs & Society – 2.50% of the transaction value
 - Insurance / Deals & Distributors – 1.50% of the transaction value
 - Utility – 1.40% of the transaction value

Transaction limits in SOLO -

	MIN LIMIT (LKR)	MAX LIMIT (LKR)
LankaQR	10	200,000
In-App (Billers/ Direct Pay)	10	50,000
Add Money	100	1,000,000
Send Money	10	100,000
Transfer Money	10	1,000,000
Request Money	10	100,000
Cash to Mobile	100	40,000
Split Pay	10	100,000

Key Terms & Conditions

Terms & Conditions link given below:

<https://www.getsolo.lk/terms-and-conditions/>

For more information - 0114 523 523 / solosupport@hnb.lk

Complaint handling procedure

The contact number is 0112661963

Email address – customer.experience@hnb.lk

Link :- hnb.net/feedback

