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இலங்கை மத்திய வங்கி
CENTRAL BANK OF SRI LANKA

මූල්‍ය ඉදිරි ඒකකය
நிதியியல் உளவறிதற் பிரிவு
FINANCIAL INTELLIGENCE UNIT

අංක 30, ජනාධිපති මාවත, කොළඹ 01, ශ්‍රී ලංකාව
இல. 30, சனாதிபதி மாவத்தை, கொழும்பு - 01, இலங்கை
No. 30, Janadhipathi Mawatha, Colombo 01, Sri Lanka

Circular No: 03/2022

August 25, 2022

Ref: 037/06/006/0005/022

To: CEOs/GMs/MDs of Licensed Commercial Banks & Licensed Specialised Banks

Dear Sir/Madam,

Provision of Efficient Banking Services to Sri Lankan Expatriates

Considering the current economic state of the country, it is of utmost importance to attract foreign exchange to Sri Lanka while adhering to the national laws and rules, regulations, circulars and directives issued under such laws.

It has come to our notice that complaints have been received by the Central Bank of Sri Lanka (CBSL) and by the Financial Intelligence Unit (FIU) on the difficulties faced by Sri Lankan expatriates when opening accounts from overseas and making fund transfers through accounts maintained with Licensed Commercial Banks and Licensed Specialised Banks.

Many of the complaints referred to;

1. Unreasonable length of time taken to complete the services offered by the staff,
2. Delays and long duration taken to credit funds to relevant local accounts when executed from overseas,
3. Bank staff misinterpreting the CBSL /FIU circulars and misinforming the customers.

Much of these complaints were concentrated on the conduct of branches at regional and outstations.

Accordingly, your attention is drawn to streamline the processes of attracting remittances by regional and outstation branches.

Yours faithfully,


(Mrs.) E H Mohotty

Director

Financial Intelligence Unit

- cc: 1. Director, Bank Supervision Department, Central Bank of Sri Lanka
2. Compliance Officers of Licensed Commercial Banks & Licensed Specialised Banks