

## **Restriction of Banking Services in wake of COVID-19 Pandemic**

In order to minimize the risk of exposure to the threats due to COVID-19 pandemic to our esteemed customers and staff members, Bank Management has decided to introduce certain restrictions on normal banking activities as under:-

- Customers are requested to use our alternate channels of banking viz. Online Banking, ATM and CDM (Cash Deposit Machine) services, and mobile banking application (SBI YONO) for their routine cash and transfer transactions to the extent possible and avoid physical connect at branches.
- All Corporate Customers having facility of sending their transaction requests on FAX/E-mail/ Online Banking are requested to use these channels of banking for the restriction period.
- Non-financial transactions viz. passbook update, safe deposit locker operation, etc may be avoided during restriction period.
- We are available to answer all your queries over telephone/mobile. Please use these modes for resolving your queries.

**-By order**

**SBI Sri Lanka  
Management**