

Products/ Services	Description of the Products/Services	Financial and other benefits to customers including any incentives and promotions	Fees/charges, commission, interest etc., charged from customers	Procedures to be followed to obtain the product/service	Major terms and conditions
Money Changing	Sale & Purchase of Foreign Currency  Sale of FCY:  Cash Facility  TT Facility  Draft Facility	Sale and purchase of Foreign Currency against LKR.	Sale of FCY  FCY Ac Holders free of charges  LKR Ac Holders & Walk in Customers - 1% of LKR value (Min. Rs500/)  NSB staff members - 0.5% of LKR value (Min. Rs.500/)	Copy of Valid Passport & NIC	Maximum Amount of FCY to be sold is USD10,000/ or equal in GBP, AUD & EUR

**When an unauthorized or mistaken transaction is identified by the customer, it should be reported immediately to the account-maintaining branch or to the bank's call centre via 0112379379.**

**Any complain please contact 0112 576 730 / 0112 377200 (ext 455) on working days from 8:30 a.m. to 3:00 p.m**