Bank of Ceylon launches AI-Powered instant loan facility through BOC Flex

Bank of Ceylon (BOC) has introduced an artificial intelligence (AI)-powered instant loan facility through its BOC Flex mobile banking application, enabling eligible customers to access credit through a fully digital process without visiting a bank branch.

The newly launched BOC Flex Instant Loan facility allows pre-approved customers to apply for and obtain loans directly through their smartphones, eliminating extensive paperwork, physical documentation, and collateral requirements.

The service forms part of the bank’s efforts to expand its digital banking capabilities and deliver faster, more convenient financial services through its BOC Flex platform, which operates under an “All-in-One App” concept.

Using AI-powered credit assessment capabilities, the platform identifies eligible customers for pre-approved loans, allowing them to complete the application process in a few simple steps. Once the necessary consent is obtained, the approved loan amount is credited directly to the customer’s bank account.

Designed to provide greater flexibility and convenience, BOC Flex Instant Loan enables eligible customers to access financing anytime, anywhere. The fully digital process combines AI-based credit assessments, instant approvals, and secure transactions to streamline the customer experience.

BOC Flex also provides integrated loan management features, including the ability to make repayments directly through the application, allowing customers to manage their borrowings within a single digital banking environment. The introduction of this facility marks another milestone in BOC’s ongoing digital transformation, reflecting its commitment to improving accessibility, efficiency, and customer convenience through emerging technologies.

At the 2026 Digital CX Awards in Singapore, BOC Flex became the first Sri Lankan banking application to receive international recognition, with the bank securing three awards for customer experience and digital banking excellence.