BOC FLEX app shines with triple win at Digital CX Awards 2026



Y. A. Jayathilaka, General Manager and Chief Executive Officer, BOC (center) with the award.

The Bank of Ceylon (BOC) has achieved significant international recognition by winning three awards at the Digital CX Awards 2026 in Singapore, held alongside the Digital CX Summit in Singapore.

This accomplishment highlights Sri Lanka’s growing presence in digital banking innovation and customer experience excellence on a global stage. BOC’s flagship digital platform, BOC Flex, secured three major accolades: Best Customer Experience via Mobile and Internet Banking – Sri Lanka, Best Digital Bank for Customer Experience – Sri Lanka, and Outstanding Digital CX in Banking App/Platform – Sri Lanka. The awards reinforce BOC’s reputation as a leader in delivering innovative, customer-centric digital banking solutions.

The awards were accepted by Y. A. Jayathilaka, GM and CEO, BOC, at a ceremony attended by global leaders in digital transformation. He noted that the recognition reflects the trust and confidence customers place in the bank, attributing the success to the dedication of the workforce and stakeholders. BOC Flex has rapidly established itself as a comprehensive “all-in-one” financial platform, accessible not only to BOC customers but to all Sri Lankans. Within a short period, the app has grown to over 1.6 million active users and facilitated transactions exceeding one trillion rupees in just 12 months.

Its popularity is further demonstrated by its top ranking across major app platforms, including the App Store, Google Play Store, and Huawei AppGallery in Sri Lanka. Jayathilaka emphasized that BOC is actively advancing towards a cashless economy, with BOC Flex playing a central role in this transition. He also highlighted the bank’s contributions to the national economy, small and medium enterprises, and financial inclusion. This recognition at the Digital CX Awards underscores BOC’s ongoing commitment to innovation, digital excellence, and enhancing customer experience, positioning BOC Flex as a key driver in Sri Lanka’s evolving digital financial ecosystem.