

People's Bank Maintains Digital Banking Leadership with over Two Million Customer Registrations

Posted on



People's Bank's 2,000,000th digital banking customer Saranga Madurasinghe with Sujeewa Rajapakse, Chairman, People's Bank and Clive Fonseka, CEO/GM; Dammika Dasa, Chief Information Officer; T.M.W. Chandrakumara, Deputy General Manager (Channel Management); S.A Samarakoon, Head of Application Systems; and Mangala Kariyawasam, Chief Digital Officer.

People's Bank announced a significant milestone in its journey towards the country's digital banking supremacy. As of August 31, 2023, the Bank has successfully enabled digital banking services through its internet banking, mobile banking app, and Wallet App for more than two million customers, revolutionizing their banking experience and providing seamless access to various innovative financial solutions.

"In response to the evolving digital landscape in Sri Lanka and the changing expectations of our valued customers, People's Bank is proud to play a pioneering role in meeting the digitalization needs of the people while keeping pace with the ever-growing technological advancements. Having reached over two million customers, our team continues developing new initiatives to enhance customer

convenience, security, and accessibility. This is why our user-friendly and intuitive online banking platforms and mobile apps enjoy such a high level of popularity among the users,” said Sujeewa Rajapakse, People’s Bank Chairman.

People’s Bank offers a comprehensive digital account opening facility with digital features and services to enhance customer experience and convenience. People’s Wiz is a paperless digital account opening solution that allows customers to open a bank account with copies of photographs and KYC documents, thus eliminating extensive paperwork. This system allows the People’s Bank’s Digital Agents to visit the customers and open the accounts seamlessly with the help of a tablet. In addition, People’s Pay Merchant Module also simplified the “Lanka QR” registration process, enabling and encouraging small businesses to adopt digital payment solutions.

Clive Fonseka, Chief Executive Officer and General Manager of People’s Bank, added, “The overwhelming response from our customers, with over two million registrations within a short period, is a testament to the success of our digital banking strategy. We extend our gratitude to our customers for placing their trust in People’s Bank as their preferred banking partner. As we embrace emerging technologies and strive for excellence, People’s Bank remains committed to creating an innovative and seamless banking experience for all our customers. We look forward to further enhancing our digital services and exploring more ways to cater to our customer’s evolving needs.”