

Sampath Bank In Partnership With Department For Registration Of Persons



Ajith Salgado, Group Chief Information Officer, Sampath Bank (left) and P Viyani Gunathilake, Commissioner General, Department for Registration of Persons signing the MoU at the Department for Registration of Persons Head Office.

Sampath Bank entered into a Memorandum of Understanding (MOU) with the Department for Registration of Persons (DRP) to facilitate customer identifi- cation and verification through the DRP interface. This partnership will enable Sampath

Bank to onboard customers digitally without physically visiting the Bank by verifying and confirming their identity via the DRP database. Digitalizing the mandatory KYC (Know Your Cus- tomer) process, this partnership is a testament to Sampath Bank's commitment to leveraging technology and rolling out innovative solutions that deliver more excellent value to the nation.

Ajith Salgado, Group Chief Information Officer, Sampath Bank and P Viyani Gunathilake, Commissioner General, Department for Registration of Persons signed the MoU at the Department for Registration of Persons Head Office in the presence of representatives from the Department for Registration of Persons and Sampath Bank.

Commenting on the partnership Ajith Salgado, Group Chief Information Officer, Sampath Bank said, "Right from our inception, we at Sampath Bank have always strived to harness the power of technology and develop market- relevant innovative solutions that transform the country's financial services landscape and offer greater value to our stakeholders. In line with this, we are delighted to partner with the Department for Registration of Persons on digitalizing the KYC process. This mandatory process plays a pivotal role in protecting customers as well as the banking system. We invite all Sri Lankans to avail themselves of the added convenience and security offered by this facility and look forward to welcoming them onboard Sampath Bank digitally,"

Customers can currently use the digital onboarding service and open a new account with Sampath Bank even during extended hours at any Sampath Virtual Teller Machine (VTM) located at selected branches. The Bank is actively integrating the digital onboarding process into its other digital platforms by enabling the digital KYC process for all accounts opening operations as a step-by-step approach. Customers visiting a Sampath Bank VTM will be connected to a Customer Service Executive from the Bank over a real-time live video conference to help them open an account. The Executive will request them to upload their NIC and other supporting documents through the VTM and seek their consent to verify their identity using the DRP database. Upon successful verification, the account is opened immediately. Customers need to digitally sign the mandate displayed on the screen and make the initial deposit to complete the account opening process. They can also obtain activated debit cards and the SMS Alertz facility instantly.