

Seylan Bank Expands Digital Footprint In Sri Lanka

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Malik Wickramanayake, Deputy General Manager – Operations, Seylan Bank.

Seylan Bank expanded its island-wide fully automated Cheque Deposit Kiosk network by installing the 50th CDK machine at the Ja-Ela branch. The expansion further establishes the bank's commitment to digital transformation and unmatched customer convenience. Seylan was the pioneer in introducing Sri Lanka's first network of automated Cheque Deposit Kiosks (CDK) in 2017. Since then the bank has expanded this service reaching 50 machines within two years to provide extensive automated financial services to the public.

The fully automated CDK network allows retail, SME and corporate customers to deposit cheques issued by Seylan Bank and other banks, 24×7 at their convenience without the hassle of filling deposit slips. The kiosks also offer trilingual support, ensuring ease of access for all customers. To ensure the highest level of security and validation, users can obtain a printed receipt of the transaction right after the transaction is completed.

Speaking about the expansion, Malik Wickramanayake, Deputy General Manager of Operations, Seylan Bank said, "As the country moves forward amidst a global crisis, convenience will play a pivotal role in how the general public will go about their day to day

banking needs. Understanding this, the Seylan team is working towards expanding all our digital banking platforms to bring financial transactional convenience and safety to our customers across the country. Seylan has always been a customer-centric organization, taking pride in providing an exceptional customer experience to ensure all our retail, SME and corporate customers' financial needs are met. While we encourage all our customers to utilize our fully-fledged digital platforms for their banking needs, we would like to ensure that all the 172 Seylan branches across the country are now active and ready to serve you with personalized financial solutions and services as we always have."