

# Tele Banking

Standard Chartered Bank becomes the latest player in telebanking with the launch of its automated telephone banking service which commenced in April. The innovative difference in this phone banking system is its human interface. Apart from the system interface that allows you to interact only with a machine or a computer, it has the extra advantage of a dedicated team of phone bankers at your service. This team has been specially trained to attend to a range of personal banking requirements. A 24 hour service is available for all system supported facilities, while the Phone Bankers Service is available during working hours. Provided free to all account holders the Standard Chartered Phone Banking Service offers the luxury of executing your banking needs from the comfort of your home, office or car and the reassurance of being assisted by a Tele Phone Banker. Total security and confidentiality is assured by the system's fully automated authentication and verification process.

The system supported facilities include responding to account balance inquiries, providing details of the last 5 transactions, providing exchange rates, requisitioning a statement, requisitioning a chequebook, effecting fund transfers between Sri Lanka Rupee Accounts.

The Phone Banker services available are account opening, effecting fund transfers, requisitioning for Demand Drafts, Pay Orders or Travellers Cheques, effecting stop payments on lost ATM Cards or lost Cheques, inquiries on de posit interest rates and general inquiries related to loan deposit accounts.

With this new entry, Standard Chartered has succeeded in providing an innovative service that eliminates the need for branches.