

## eWindow - Service Level Standards

PRODUCT/SERVICE	CHARGES	SERVICE LEVEL AGREEMENT
<b><u>PAYMENTS</u></b>		
<b>Cross Border</b>		
<b><u>From Foreign Currency Accounts</u></b>		
FCY Drafts	USD 8	3 p.m. (same day processing)
Outward Telegraphic Transfers	As per bank tariff	3 p.m. (same day processing)
Swift Charges	As per bank tariff	
<b><u>From LKR Accounts</u></b>		
FCY Drafts	LKR 500/-	3 p.m. (same day processing)
Outward Telegraphic Transfers	As per bank tariff	3 p.m. (same day processing)
SWIFT charges	As per bank tariff	
<b>Domestic</b>		
Standard Pay order	LKR 400/-	3 p.m. (same day processing)
Bank cheques ( Standard tariff) Customers Cheques –outsourced	Bank processing fee - LKR 30/- per cheque. Cost of cheque leaf to be paid by client to the printer. Stamp/envelop/government cost will be additional for mailing cheques.	4 p.m. (same day processing)
SLIPS (using e-Window)	Other Bank LKR 50/- NDB to NDB – Free of Charge	Transactions that reach the bank by 11.00a.m with transaction code 52 will be forwarded for same day credit to respective beneficiary banks. Transactions received after 11.00a.m & before 3.00 p.m. will be processed the same day and the beneficiaries' accounts will be credited the following working day by the respective bank.
Central Bank Fund Transfer/RTGS	LKR 400/-	10.00a.m. (same day processing)
Transfer to other accounts within the bank (3 <sup>rd</sup> Party Fund Transfers)	Free of Charge	3 p.m. (same day processing)
Internal transfers (own accounts)	Free of Charge	3 p.m. (same day processing)

<b>Monthly Maintenance/Service Fee</b>		
Electronic Banking system (eWindow)	As per the electronic banking application	
EPF Online Settlement System	Free of Charge	
ETF Online Settlement System	LKR 1,000 per month	