

NDB NEOS Mobile Banking

Q. How do I register for the service?

A.

- Using your credit/debit card number and PIN number
- Using your NDB account details
- Other bank customers can register for NDB NEOS using their other bank account details, if they are registered for SMS alerts of the other bank and if the bank is a member of the Lanka Pay network.

Q. On what devices can I use the service?

A. The NDB NEOS Mobile Banking solution is phone/device agnostic. It works with any web-enabled mobile phone/device running on iOS and Android operating systems.

Q. What functions can I perform?

A. NDB Customers:

- Login using Face ID or fingerprint recognition
- View transaction history
- Transfer funds (within NDB and other banks via CEFTS)
- Pay bills
- Credit card settlements (NDB and other bank via CEFTS)
- Mobile recharge
- Schedule payments
- Transfer funds, pay bills and pay merchants via QR code scanning
- Add other bank accounts as payment instruments
- Contact the Bank through the Message Outbox feature
- Place fixed deposits
- Register for obtaining and CRIB reports and request same via the app
- Beneficiary management
- Credit/debit card on/off
- Pay to other NDB NEOS customers through mobile numbers or QR code scanning
- Cheque status inquiry
- Lost card reporting
- Card activation/deactivation

Other Bank Customers:

- Make bill payments and merchant payments via QR code scanning
- Add other bank accounts as payment instruments

Q. What happens if I receive a call/SMS during transaction?

A. Receipt of SMSs will not interfere with your transactions. If you receive a call, you can complete the call and continue with your transaction. However login sessions will time out after three minutes of inactivity. If your call lasts longer than this period, you will need to re-login and restart your transaction.

Q. How can I search for a transaction?

A. Using the NDB NEOS Mobile Banking app you will be able to view 2 months' transaction history on your mobile device. There is currently no search feature available.

Q. I forgot my username/password. What should I do?

A. You can reset your password using the "Forgot Password" link on your login screen. You must enter your credit/debit card details, and answers to security questions to reset the

password through this option. You can also call the Call Center to reset your forgotten password. To retrieve a forgotten username, please provide a written request to your nearest NDB branch.

Q. How do I register beneficiaries?

A. NDB NEOS Mobile Banking customers can use the Manage Beneficiary option on the mobile app.

Q. Can any mobile number be used for this service?

A. NDB NEOS Mobile Banking can be obtained using any mobile number.

Q. What do I need to do if I get a new phone?

A. You can download the app to your new device and login with your existing credentials.

Q. What should I do if I lose my mobile device?

A. You should immediately call the Call Center to lock your NEOS login. The NDB NEOS Mobile Banking app does not store your password or transaction details on your phone. Therefore, there is no risk of unauthorized access, even if your device is stolen, **unless you have provided your password to a third party**. We strongly recommend that you **do not** share your login details or store your usernames/passwords on your phone (e.g. in your contact list), as details stored in it could be taken by any party who has access to your phone.

Q. What should I do if I change my mobile number?

A. You must notify the Bank in writing of the change, and have your details updated, after which you can log in to NDB NEOS Mobile Banking using the same username/password you were using prior to the mobile number change.

Q. Is there a charge for using these services?

A. Please view the Bank's General Tariff Booklet available on the corporate website for details on charges.

All applicable fees would be deducted from the primary account selected by you at the time of registration.

Q. How do I deactivate NDB NEOS Mobile Banking?

A. You can call the Call Center to deactivate the service.

Q. What should I do if I need help with using NDB NEOS Mobile Banking, or have any inquiries regarding my transactions?

A. Please call our 24-hour Call Center on +94 112 448888.