

## FAQs

### PAN ASIA BUSINESS INTERNET BANKING

#### 1. How can I register for Pan Asia Business Internet Banking?

In order to register, please contact your nearest Pan Asia Bank branch to obtain all relevant documentation to register for Pan Asia Business Internet Banking.

#### 2. I cannot remember my password.

Please click on the 'Forgot Password' tab on the login page and fill in the required details.

You will receive an Activation Key to your mobile number and email address as the password OR

If you are unable to follow the above process, contact our 24X7 call centre for further assistance via 011 4 667 222

#### 3. Can I change my login ID & password?

Your 'Login ID' cannot be changed.

Your 'Password' can be reset to any preferred password under 'Preferences' once the initial login is done through the 'Change Password' option.

#### 4. Can I contact the bank anytime?

Yes, you may contact our **24X7 Call Centre on (011) 4 667 222** OR

You may send a message via our secure messaging option after logging into Internet Banking.

#### 5. What type of browser can I use to view Pan Asia Business Internet Banking best?

For a smooth and uninterrupted experience, you may use the following Internet Browsers;

- Google Chrome 
- Mozilla Firefox 
- Microsoft Edge 
- Apple Safari 

#### 6. Is there an annual/joining fee to use internet banking?

A fee of LKR 500/- is charged on a half yearly basis (LKR 1,000/- per year).

#### 7. What is the maximum amount I can transfer?

All customers will receive a maximum Third Party Fund Transfer limit of Rs. 2,500,000/- per day. You may make multiple transfers within this limit.

#### 8. How can I create additional users within my company? Is there a charge for this?

You do not need to visit the bank to do so as you can do this by yourself. At the point of registration, we empower you with a manual with steps on how to create additional users with no extra charge.

### 9. How much am I charged for fund transfers?

1. For real-time transfers (CEFTS) – Rs. 30/-
2. For delayed transfers (SLIPS) – Rs. 50/-
3. Within Pan Asia Bank account transfers – Free

### 10. What are the bills that I can pay?

We have a wide range of billers including the following main billers:

#### UTILITY

- CEB
- LECO
- NWSDB – Water Board

#### MOBILE/LANDLINE

- Dialog mobile/broadband/TV/CDMA
- Mobitel mobile/broadband
- SLT landline/broadband/PEO TV
- Airtel mobile
- Hutch mobile
- Etisalat mobile
- Lanka Bell

#### INSURANCE

- AIA insurance
- Sri Lanka insurance
- Union Assurance
- Softlogic Life insurance
- Allianz Life insurance
- Ceylinco insurance

### 11. Is there an additional cost to pay bills?

There are no additional charges for bill payments

### 12. What other features are there in Pan Asia Business Internet Banking?

- Multi-level authorizations
- Setup and manage your own future dated/recurring transactions
- Request for cheque books
- Manage your own accounts
- Be in touch with the bank through an in-built messaging system