

FAQs

PAN ASIA INTERNET BANKING

1. Can I register for Internet Banking without going to the bank?

Yes, you can register using an active debit card & PIN OR using your 12 digit Savings/Current account number & NIC by following few simple [steps](#).

For self-registration click [here](#).

2. How can I register for Internet Banking if I don't have a debit card and PIN and if my contact details are not updated at the bank?

Please visit the nearest Pan Asia Bank branch and request to register for Internet Banking.

You can also request for a debit card once you visit the branch.

3. During self-registration, I found that the contact details I have given to the bank are not up to date.

Please visit your nearest branch and update your details.

The correct details will appear the next time you go through the registration process.

4. 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

5. Can I change my login ID & password?

Your 'Login ID' cannot be changed.

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

6. If I open a new account, do I have to register the new account with my internet banking?

The next time you log into 'Internet Banking' all the newly added accounts will be automatically updated.

7. 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.

8. What type of browser can I use to view my Internet Banking best?

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

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

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

A fee of LKR 200/- is charged on a half yearly basis (LKR 400/- per year).

10. What is the maximum amount I can transfer?

All customers will receive a maximum Third-Party Fund Transfer limit of Rs. 1,500,000/- per day. You may make multiple transfers within this limit.

11. 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

12. 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

13. Is there an additional cost to pay bills?

There are no additional charges for bill payments

14. Can I pay Inland Revenue taxes, SL Customs payments and SL Ports Authority payments?

Yes, subject to the below charges:

1. For Customs Payments – Rs. 50/-
2. For Inland Revenue Tax payments – Rs. 50/-
3. For SL Ports Authority – Rs. 50/-

15. What other features are there in Pan Asia Internet Banking?

- Settle Pan Asia Bank or other selected local bank credit cards
- 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