



## HOW TO FILL THE CHANNEL SERVICES APPLICATION FORM INTERNET / MOBILE BANKING

1. Use Only **BLOCK CAPITALS** when completing the application.
2. Enter your 12 Digit primary account number. All accounts under your profile (CIF) will be linked automatically to you user ID.
3. All Contact details are recommended for future communication
  - a. Mobile number should be completed with the country code ( Ex : 94112457893 )
  - b. Valid email address should be mentioned
4. Mention your National Identity card number (if Sri Lankan) any other nationality mention the passport number.
5. **SELECT** the option for internet banking / Select a user ID consisting 8 characters and fill the space provided
6. **SELECT** the option for Mobile banking if you require the same.
7. If a joint party of the account needs to apply for the facility then please fill the section provided. If more than 2 joint parties require the facility then separate application needs to be completed for each joint party with all signatures.
8. Mention the **PASSWORD DELIVERY ADDRESS** and the method of posting.
9. If your account is a joint account all parties of the account has to sign on the space provided. If the account is not joint place your signature on the space provided.
10. Date the application & Finish.

## HOW TO SEND YOUR APPLICATION TO THE BANK

1. Scanned & Faxed applications are not accepted for processing.
2. Original application has to be submitted to the bank for processing and mail the application to your branch via post or walk in to any one of our customer centers and hand over to an officer of the bank.
3. All rejected applications will be returned to the branch.

## PROCESSING & PASSWORD MAILING

1. Application will be verified and forwarded to the center for processing by the branch & charges will be collected.
2. Once the application is processed the passwords will be posted via Registered Post / Courier according to the instructions on the application. Passwords are not Emailed

### 3. Password Mailing Fees

**Within Sri Lanka (Local) Registered Post – Free Of Charge**

**Outside Sri Lanka (Overseas) Registered Post – Rs. 250**

**Outside Sri Lanka (Overseas) Courier – Rs. 2500**

## FOLLOW UP & ACTIVATION / UNLOCKING

You can check on your applications status / Activate the received password / Unlocking of the user ID by calling the 24\*7 help desk on +94112462462

Password activation & unlocking is only carried out via the 24\*7 help desk.



**CHANNEL SERVICES APPLICATION FORM – INTERNET / MOBILE BANKING  
PERSONAL / PROPRIETOR ACCOUNTS**

Primary Account number

**NOTE: ABOVE ACCOUNT WILL BE DEBITED FOR E BANKING RELATED CHARGES**

**CHANNEL BANKING USER DETAILS MAIN ACCOUNT HOLDER**

Name of Account Holder

Mobile No  NIC / Passport No

E Mail  **All Contact Details are Recommended**

Please provide internet banking facility  Preferred User ID Max 8 Characters

Please provide Mobile banking facility on the above mobile connection

**CHANNEL BANKING USER DETAILS JOINT ACCOUNT HOLDER**

Name of Joint Holder

Mobile No  NIC / Passport No

E Mail  **All Contact Details are Recommended**

Please provide internet banking facility  Preferred User ID Max 8 Characters

Please provide Mobile banking facility on the above mobile connection

**PASSWORD DELIVERY INSTRUCTIONS**

To: Manager - \_\_\_\_\_ Branch / Manager – E Banking Division

Please be kind enough to forward my password to below address

Send passwords via registered post  Send passwords via Courier (Charges applicable)

By signing below I/We confirm that I/We read / explained & understood the terms and conditions governing the "Channel Services" facility. I/We agree to abide by them as well as the additional terms & conditions presented in the website updates from time to time. I/We request Hatton National Bank to provide me/us with the "Channel Services" facility.

\_\_\_\_\_  
(Signature of User)                      \_\_\_\_\_  
(Signature of Joint Party)                      \_\_\_\_\_  
(Signature of Joint Party)                      \_\_\_\_\_  
Date

**BANK USE ONLY**

Branch / E Banking Use <input type="checkbox"/> Details Verified <input type="checkbox"/> BDTM Marked <input type="checkbox"/> Postage recovered	CIF No		Centralized Operations		
	CIF No				
DATE:	EPF:	EPF:	EPF:	EPF:	EPF:
SOL ID	'B' Class Officer	'A' Class Officer	Inputted By & Date	Verified By & Date	Audited By &