

Frequently Asked Questions

1. Why should I get a COMBANK Mobitel Data + Credit Card?

It's the prestige of having a COMBANK Mobitel Data + Credit Card from the best bank in Sri Lanka along with Mobitel the national mobile service provider. At COMBANK, we differentiate ourselves from other card issuers by giving you lower interest rates, free data & other benefits choice of most convenient payment dates from 6 options, fast processing and payments at over 250 branches islandwide.

2. How do I qualify for a COMBANK Mobitel Data + Credit Card?

You will have to be at least 18 years of age, have a minimum income of Rs. 30,000/-(gross) per month and an active Mobitel connection is mandatory.

3. What is special about you holding a COMBANK Mobitel Data + Credit Card?

This card will reward Mobitel customer for the usage of the COMBANK Mobitel Data + Credit Card with "Mobitel Data" accumulating and expiring within one month. Each Rs.1,000/- spent using the Credit Card you will be eligible for 50 MB free and each MB slot will be available for a period of 1 month. While you enjoy card member services from Commercial Bank and Master Card you will also experience Mobitel products & services.

4. Do I have to open a bank account with Commercial Bank to obtain a COMBANK Mobitel Data + Credit Card?

Having an account would certainly be an advantage. It will also make the servicing of the Credit Card a lot easier. This is not a pre-requisite to obtaining our Credit Card but having a Mobitel Connection is mandatory. If you meet the age and income criteria, you are welcome to make an application.

5. I have my own business. Can I get a Credit Card?

Yes. But you should have an active Mobitel connection and if you do not have an account with Commercial Bank you will need to submit a letter from auditors confirming your annual income for the last 2 years, copy of the business registration certificate and the last three months' bank statements (personal and company) together with a copy of your NIC/Passport. However if you have the business account with us you only need to hand over this application with the copy of your NIC/Passport.

6. Will I have to pay interest?

The advantage of a Credit Card is that you are able to put into practice the 'buy now and pay later' concept, without paying interest. You have the flexibility of enjoying a maximum of 51 days and a minimum of 21 days interest-free credit depending on your purchase date. Interest will not be charged, only if you settle the full outstanding on or before the due date.

7. Can I choose a statement date?

Yes. You have the flexibility of choosing a 30 day billing period starting from any of the following statement dates. They are 5th, 10th, 15th, 20th, 25th and 31st.

8. When should I make the payment?

At the end of the billing period you are given a maximum of 21 days to make the payment. If you make the full settlement on or before 21 days, interest will not be charged. This date is indicated in your statement.

Eg: If you choose the billing period to be from 30th of every month to the 30th of the following month, all purchases done during this period will appear in the statement and you will have to make the payment on or before 21 days from the statement date which is the "Due Date".

9. How do I know what I have spent on the card?

Your statement is available in print and e-statement and we'll give details of all the purchases you have done during the month. We will highlight the total outstanding, the minimum payment, all payments made into the card account during the month, due date etc. We also provide SMS alerts on transactions carried out by customers.

10. Do I have to settle my Credit Card bill in full at the end of the month?

We give you the choice of paying anything between 5% to 100% of your total card outstanding each month. The choice is yours. However, the minimum payment, which is 5% of the total card outstanding, will have to be made to avoid any penalties and keep the card active and regular. However, if this 5% is less than Rs.500/- you have to make a minimum payment of Rs.500/- to experience the same benefits.

When you pay 100% you will not be charged any interest.

11. Can the Bank recover the dues on the card from my Commercial Bank account?

Yes, you can sign-up for a direct debit facility with us from your savings, current or foreign currency account. We will then debit your account on the due date and settle the Credit Card. This is a facility provided free of charge to our constituents.

However, you must make sure that there are enough funds in your account.

12. How much does it cost to obtain the card?

Annual fee of Silver/Classic Card is waived off for the 1st year. A Gold Card has an annual fee of Rs.2,500/-, a Platinum Card has an annual fee of Rs.3,500/- and World Mastercard has an annual fee of

Rs. 5,000/-. A joining fee and annual fee of 1st year are waived off from all cards.

13. Can a family member use my Credit Card?

No, but you can give a Supplementary Card to any of your family members, who is 18 years of age. This is issued with free annual fee for Silver/Classic Cards, Rs.1,000/- per card for Gold Cards, Rs 1,500/- per card for Platinum Cards and Rs. 2,500/- per card for World Mastercards. You can share your permanent limit or have a reduced sub-limit for the Supplementary Cardholder. An active Mobitel connection is mandatory for the Supplementary card holder and free data will be shared to Supplementary card holder's Mobitel number.

14. Can I take cash from the card?

Yes, you can take cash from the Credit Card. You can obtain a 'Cash Advance' from your Credit Card by withdrawing from any of our ATMs and other Banks' ATMs, that display "Cirrus" or "PLUS" logos in Sri Lanka or overseas. Cash advance is subject to a cash advance fee of 3.5% or minimum of Rs. 200/- and limited to a maximum of 75% of your permanent credit limit for Silver/Classic/Gold/Platinum Credit Cards.

15. What is the reward points scheme I'm eligible for COMBANK Mobitel Data + Credit Card on my usage?

You are eligible for COMBANK Max Loyalty Rewards. Rewards are automatically earned when Credit card is used at POS & online transactions. 1 Reward point for every LKR 300/- spent by Silver/Classic, Gold & Platinum Credit cards and 1 Reward point for every LKR 100/- spent by World Mastercard. (1 point = 1 rupee)

16. Do I get any other benefits?

We have many discounts available to you as a COMBANK Cardholder. There are discounts for daily essentials, dining, household items, leisure, travel, electronic items, fashion, healthcare etc. These discounts are available to you throughout the year and therefore you can take advantage of them whenever you want. Further, you will be given many discounts on Travel Ticket purchasing, E-channeling services, Mobitel phone devices etc. We will send you the discount brochures periodically.

17. How long does it take to have the card after I hand over the application?

If you have submitted all the necessary documents together with your duly-filled application, we would get in touch with you within the next 5 working days.

Please note: All charges and fees are subject to change by the Bank.

FOR OFFICE USE ONLY

Introduced by:..... Emp. No:

Department / Branch: Designation:

CRIB clearance:

Lien confirmation:..... System checked:

Audit Checked:

Authorised Officer's Declaration

I have carefully examined the information together with relevant documents submitted by and satisfied myself that the said information and documents are in conformity with Exchange Control requirements and the internal policies of the Bank. The Bank undertakes to exercise due diligence on the transactions carried out by the Cardholder on his/her EFTC in foreign exchange and to suspend the availability of foreign exchange on the EFTC if reasonable grounds exist to suspect that unauthorized foreign exchange transactions are being carried out on the EFTC in violation of the undertaking given by the Cardholder and to bring the matter to the notice of the Controller of Exchange.

Signature of the Authorised Officer: Date :

Recommended limit : Rs. Officer code:

Recommended/Approved/Declined Branch Mgr:

Approved/Declined

Remarks



Commercial Bank of Ceylon PLC (Reg No. PQ 116),
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Details pertaining to product features and terms & conditions mentioned in this leaflet may change without prior notice. Please call our hotlines for further details.
Terms and conditions apply.

COMBANK MOBTEL DATA+ CREDIT CARD APPLICATION FORM



We Care. Always.



COMMERCIAL BANK

*Conditions Apply

Fitch Rating - AA (lka)

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