

KEY FACT STATEMENT - Safe Deposit Lockers (Document Uploaded 29_09_2026)	
	 
Product Name	MCB Safe Deposit Lockers
Salient Features/ Benefits	Safe Deposit lockers can be opened at MCB Main Branch (Fort), Wellawatte and Kandy. Please contact the respective branch to check the availability and locker sizes. The Bank at its sole discretion, from time to time may obtain insurance Safe deposit lockers are available in different sizes and can be selected based on availability Rental to be paid on annual basis
Eligibility	Must be a Sri Lankan Citizens For the customers who are operating Current/ Savings or Term deposits
Terms & Conditions	Terms & Conditions may change time to time as per the bank's internal policies/ procedures and regulatory guidelines and same will be notified in advance via bank website/ branch display or any other appropriate medium. The locker may be accessed by the authorised locker holder(s) during the Bank's designated business/locker access hours, subject to the Bank's procedures. The locker holder is responsible for the safe custody of the locker key/access credentials provided by the Bank. Loss of a key may result in applicable charges for opening, replacing, or repairing the locker. In the event of loss of the locker key, the customer must immediately notify the Bank. Any costs associated with opening the locker, changing the lock, or issuing a replacement key may be recovered from the customer. Access to the locker will be permitted only to the locker holder(s) or duly authorised person(s), subject to the Bank's identification and verification requirements. Customers must not keep any item in the locker that is prohibited by law or by the Bank's terms and conditions. Insurance coverage for safe deposit lockers, if applicable, is determined at the Bank's discretion. Customers may contact the relevant branch for further information.
Locker Deposit / Fees and Charges	For details of applicable rental fees and key deposits, please refer to the Schedule of Bank Charges available on the Bank's website at www.mcb.com.lk or visit the nearest MCB branch.
Channels to Obtain Updated Information	Call/ visit any MCB Bank branch Visit: www.mcb.com.lk Hotline: 0115222200 Email: info@mcb.com.lk
Compliant Handling Procedure	Complaints can be routed through any MCB Bank Branch (dedicated complaint box available) Dedicated direct contact point: Department Head - Compliance, MCB Bank Ltd, 08, Leyden Bastian Road, Colombo 01. Tel : 0115222230 Email : complaints@mcb.com.lk In case if the resolution is not up to your satisfactory level/ not resolved within 4 weeks, you may escalate the complaint to; The Financial Ombudsman, No. 1, Bethesda Place, Milagiriya, Colombo 05 Tel: 0112595624 Email : fosril@sltnet.lk Web: www.financialombudsman.lk Complaints can also be lodged to The Financial Consumer Relations Department (FCRD) of Central Bank Sri Lanka as per the specified format available in their Website: https://www.cbsl.gov.lk/en/fcrd
MCB Bank Limited is a Licensed Commercial Bank operating under the supervision of The Central Bank of Sri Lanka. Credit Rating : "AA (lka)" Outlook Stable (Fitch Ratings)	