



NATIONS TRUST BANK

TELEBANKING GUIDE

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TeleBanking

Customer needs to dial (0094-11) 2382382 to login to NationsTrust Telebanking.

If you are dialing from the Bank – ext 1426

The following is the Call Flow.

To continue in English, press 1(English)

To continue in Sinhala, press 2(Sinhala)

To continue in Tamil, press 3(Tamil)

Once the Customer selects a language the following will voice out

For Account related inquiries, press 1

For reporting lost or stolen ATM cards, press 2

For deposit and exchange rates, press 3

For products and services, press 4

For Nations Trust Access, press 5

For agent transfer, press 9

Customer needs to select an option

If the customer needs to inquire on his account related activities, needs to select 1.

Plases enter your Customer Id-

Please enter your PIN -

The customer will be able to login to Tele-banking by entering the User ID and Password, which is delivered to the customer by registered post/courier.

If the authentication is successful, the following will voice out.

For Account balance and transactions , press 1

For Account balance, press 1

For Last 5 Transactions, press 2

To switch A/C No, press 3

For Deposit Account, press 4

For Loan Account ,press 5

For cheque related inquiries, press 2

For cheque status, press 1

For cheque book request, press 2

For stop cheque, press 3

For stopping single cheque, press 1

For stopping multiple cheques, press 2
To switch A/C No, press 5

For money transfers and payments, press 3
For fund transfer within accounts, press 1
For AMEX Card payment, press 2
For utility bill payments, press 3
For telephone/mobile bill payments press 1
Celltel -press1
Dialog – press2
SLT - press3
For electricity and water bill payments, press 2
Water – press 1
CEB - Press 2
For Insurance bill payment, press 3
Sri Lanka Insurance Life –press1
Sri Lanka Insurance General- -press2
For third party funds transfer, press 4
To switch A/C No, press 5

For Other Requests, press 4
For faxing your account statement, press 1
For mailing your account statement, press 2
For faxing branch and ATM details, press 3
To switch A/C No, press 5

For changing you PIN, press 5
For agent transfer, press 9

If the customer needs to inquire deposit and exchange rates, needs to select 3

For deposit and exchange rates, press 3
For Deposit rates - Press 1
Exchange Rates -Press 2
For Buying Rates, press 1
For Selling Rates, press 2