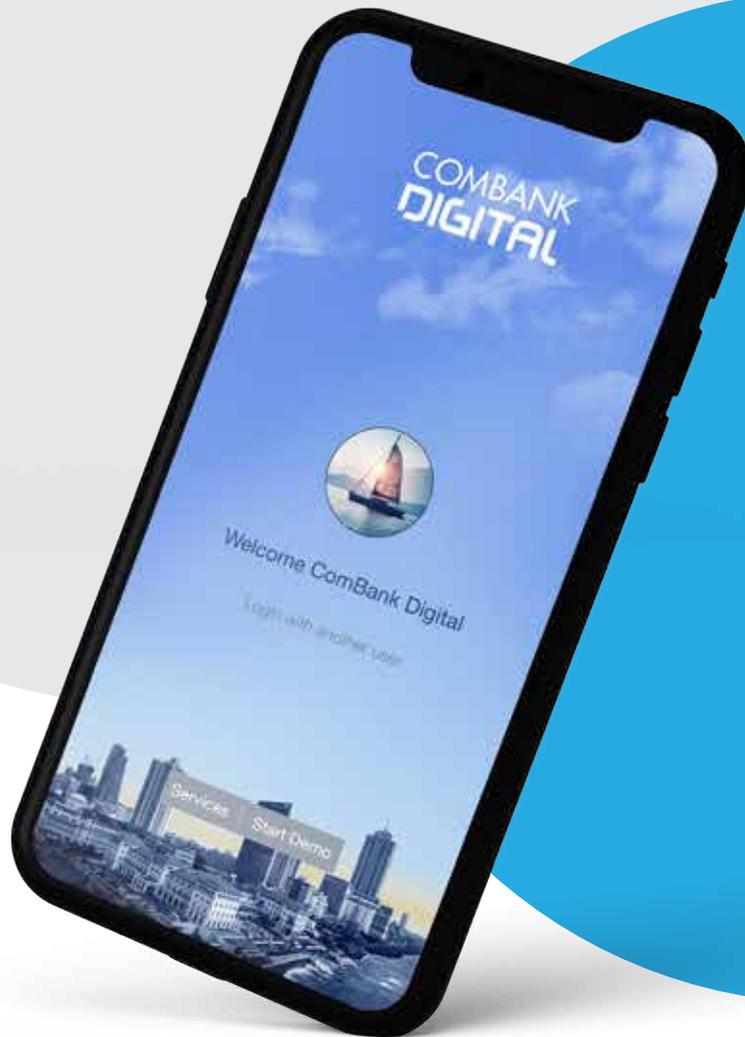


Welcome to
**COMBANK
DIGITAL**
Mobile Application



**User Guide for easy access
to the iOS (Apple) users**

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ComBank Digital

We are pleased to inform you that the ComBank Online Banking platform has been upgraded to ComBank Digital with state of the art security enhancements and utmost convenience with a multitude of advanced features to make your personal banking experience truly seamless.

Welcome to “ComBank Digital”.

The ComBank Digital application comes with separate mobile applications for Android, iOS and Huawei. Further, the responsive web application can be used in desktop and laptop computers, tabs and smart phones with the screen automatically fitting into the screen size of the device.

ComBank Digital also allows “self-onboarding” through which, any ComBank accountholder can get registered to the facility without stepping into a Branch.



2. How to Login to the ComBank Digital Mobile Application

- Search “ComBank Digital” on Apple App Store and download the application to your mobile.

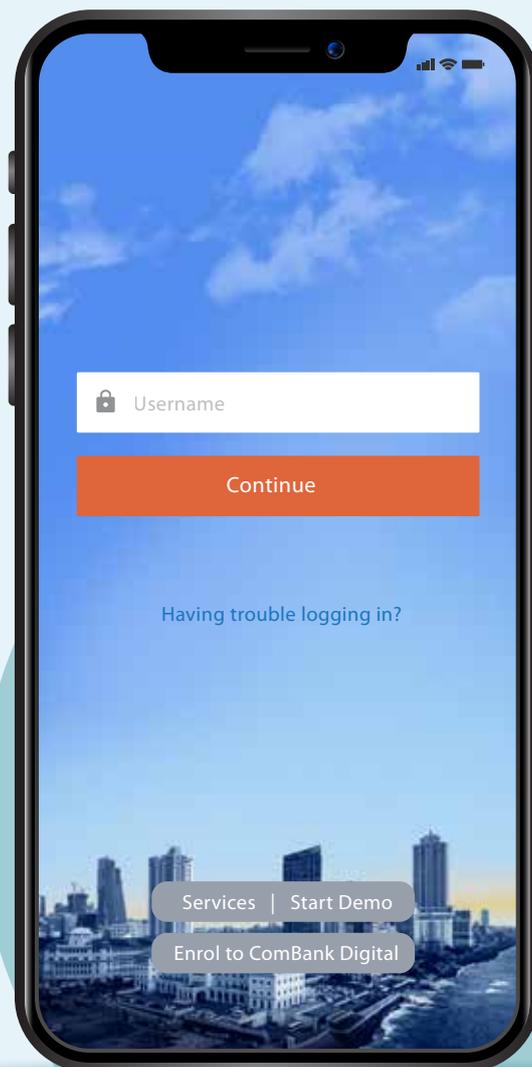


2.1 Existing Users

- Type in the existing User Name provided by the Bank in CAPITAL LETTERS followed by the Password
- If the accountholder cannot remember the User Name or Password, click on “Having trouble logging in?” and follow the instruction to reset the User Name or Password.

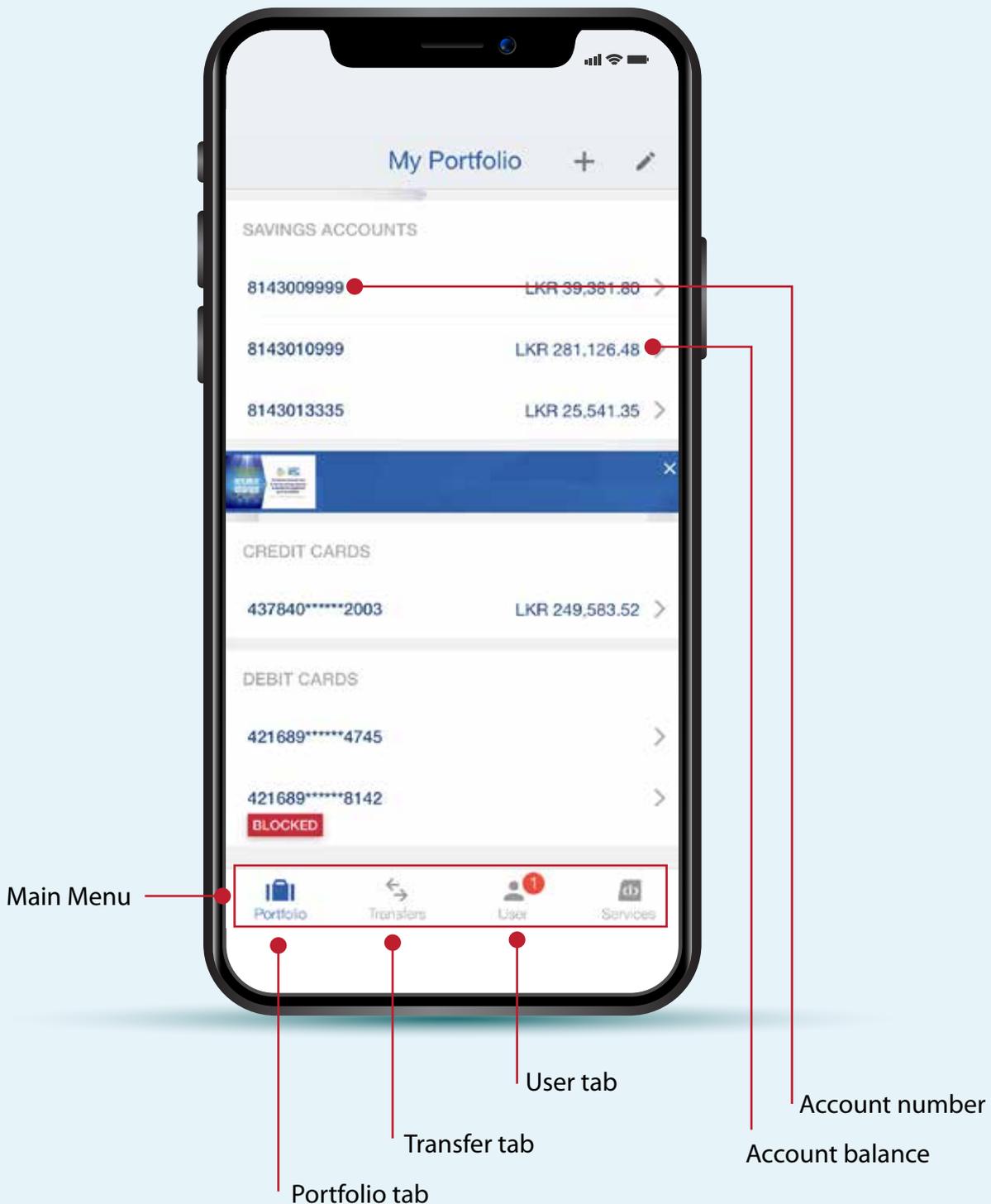
2.2 New Users

- Any Commercial Bank accountholder with updated credentials (email address, mobile number registered with the Bank) will be able to self-register with ComBank Digital through the “Enroll to ComBank Digital” option available in the mobile application.
- Once registered with ComBank Digital the accountholder may log in to the app typing the User Name and Password.



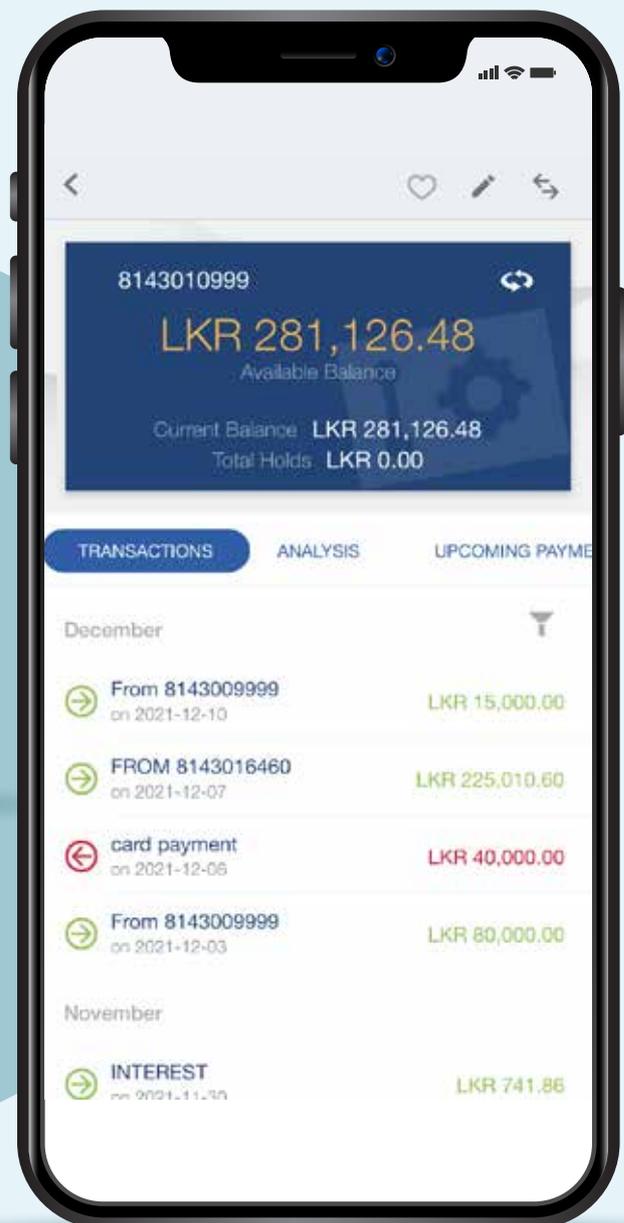
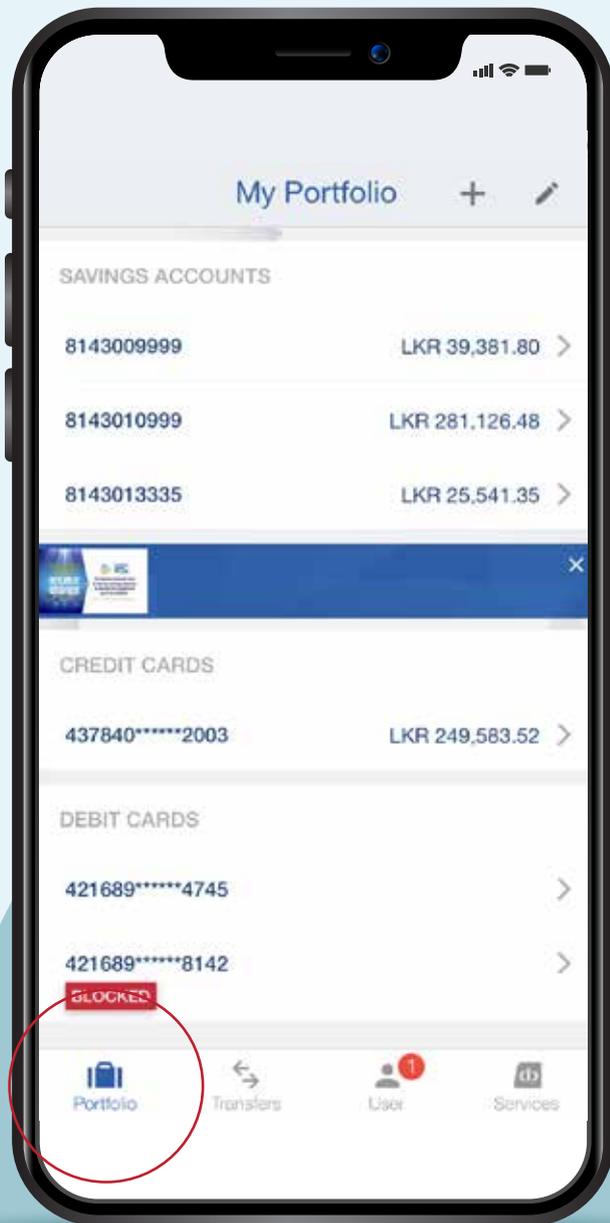
3. Home Page

- Main menus are available at the bottom of the screen
- The Home Page will show all the Accounts, Credit Cards and their balances that's available for the accountholder.



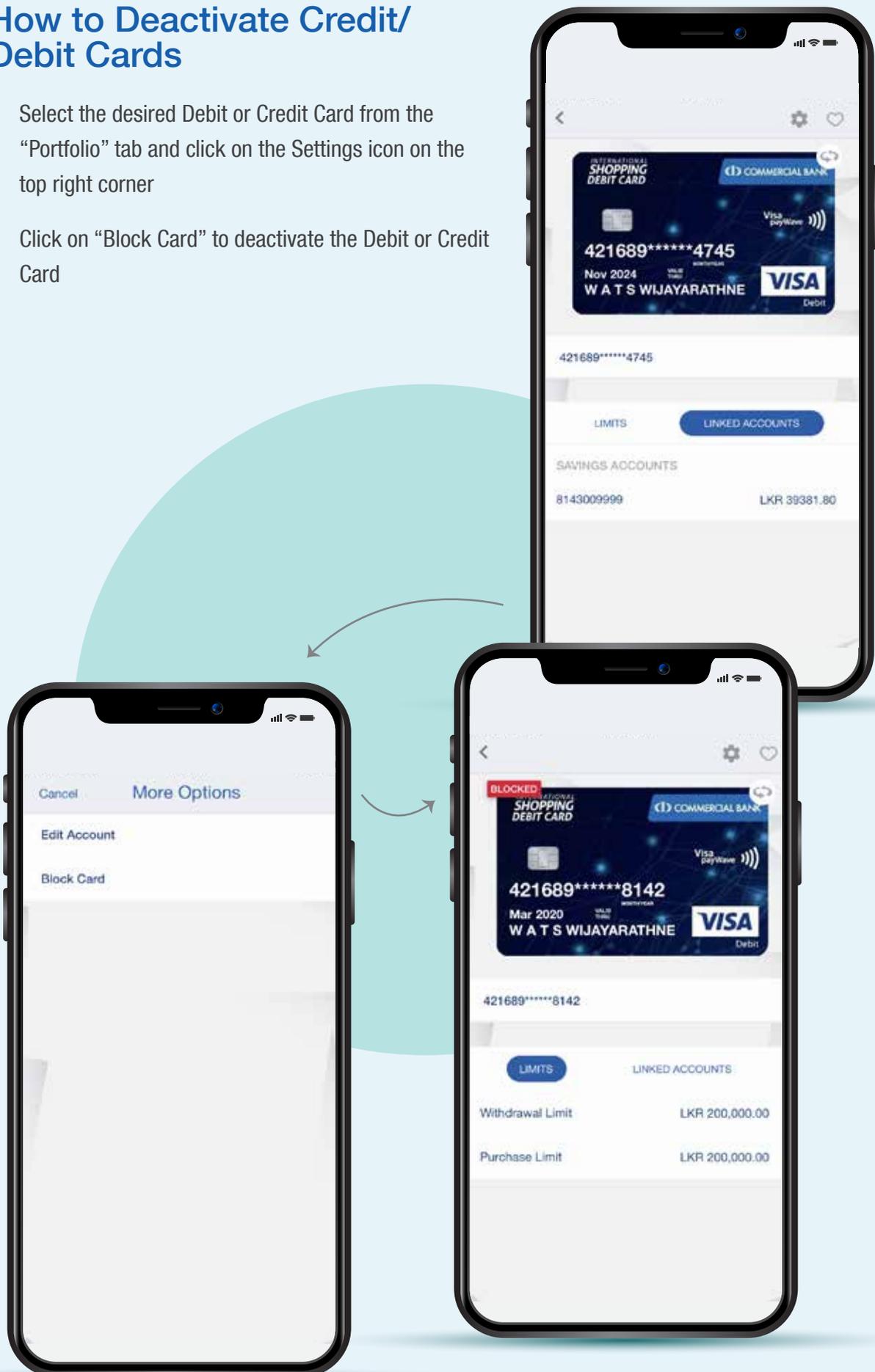
4. How to View Accounts and Transaction History

- Click on the desired account number on the “Portfolio” tab and the transactions history will be available under the relevant account



5. How to Deactivate Credit/ Debit Cards

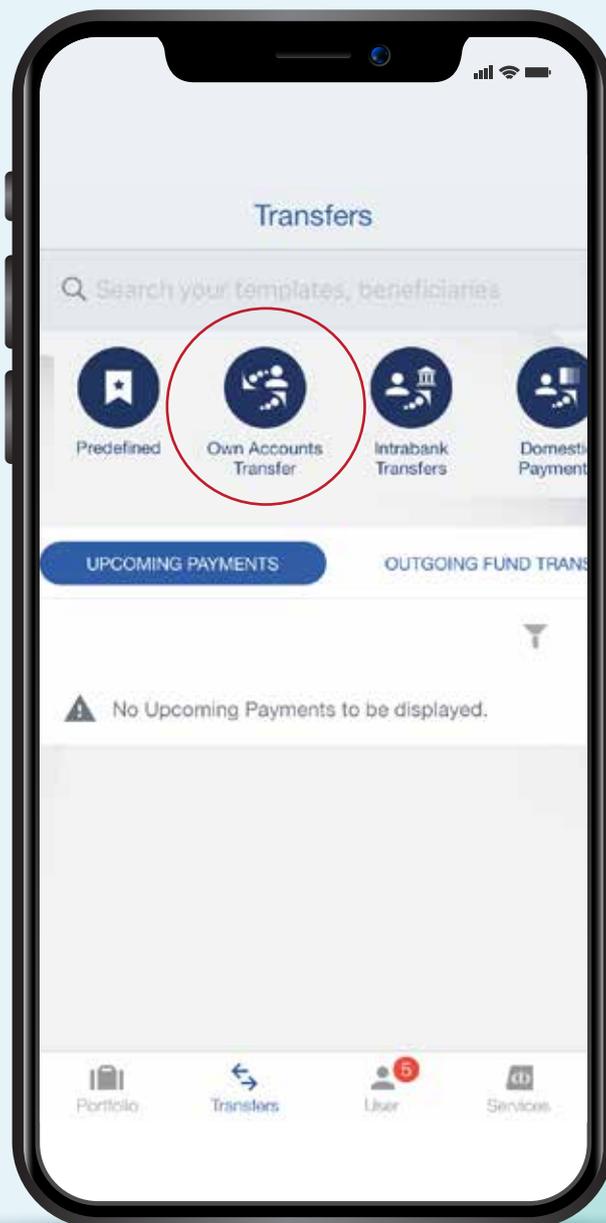
- Select the desired Debit or Credit Card from the “Portfolio” tab and click on the Settings icon on the top right corner
- Click on “Block Card” to deactivate the Debit or Credit Card



6. Fund Transfers

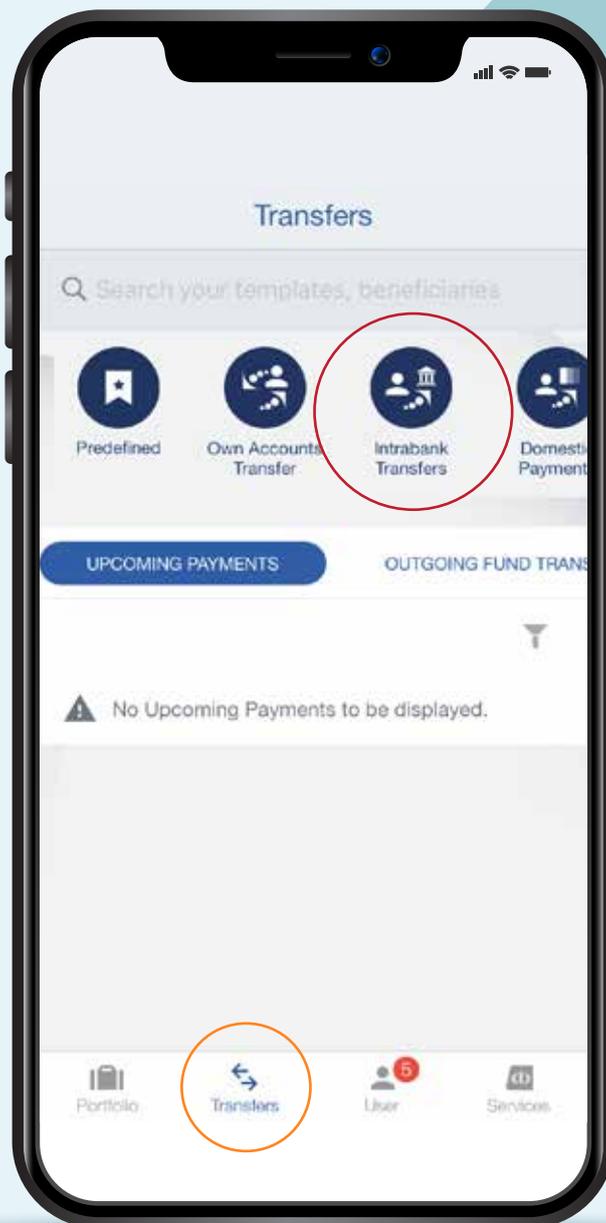
6.1 Own Accounts - within the Bank

- Select the “Transfers” tab and click on “Own Accounts Transfers”
- Fill in the relevant details and submit the transaction.



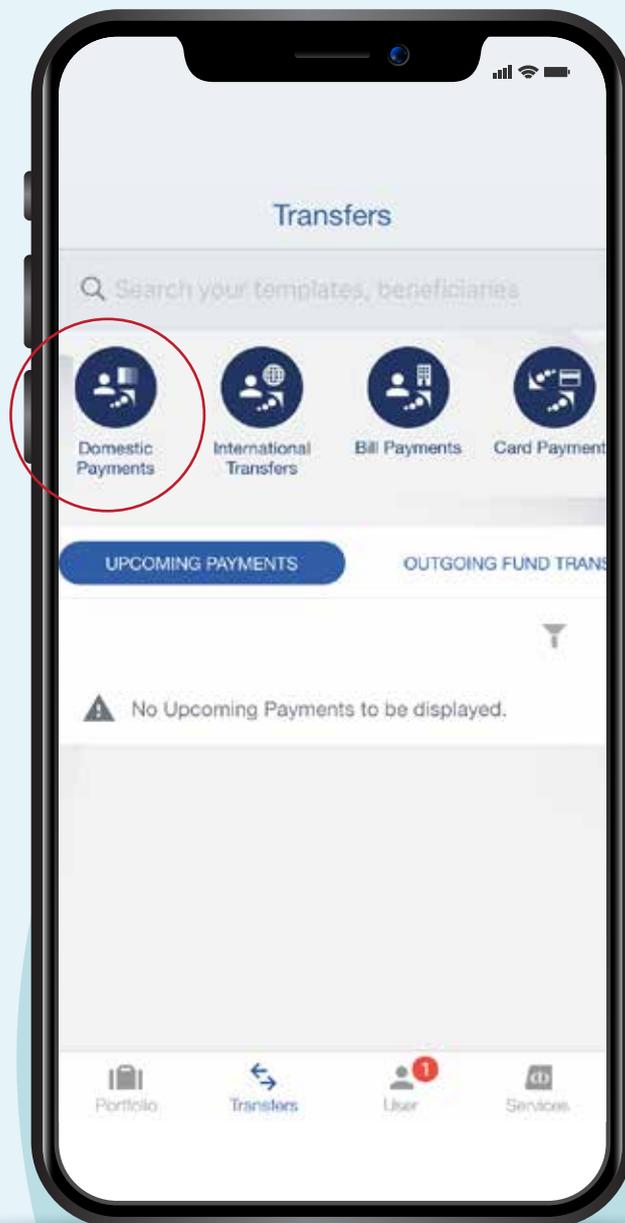
6.2 Third-party Accounts of ComBank

- Select the “Transfers” tab and click on “Interbank Transfers”
- Fill in the relevant details and submit the transfer
- Enter the OTP received through the mobile via sms and submit



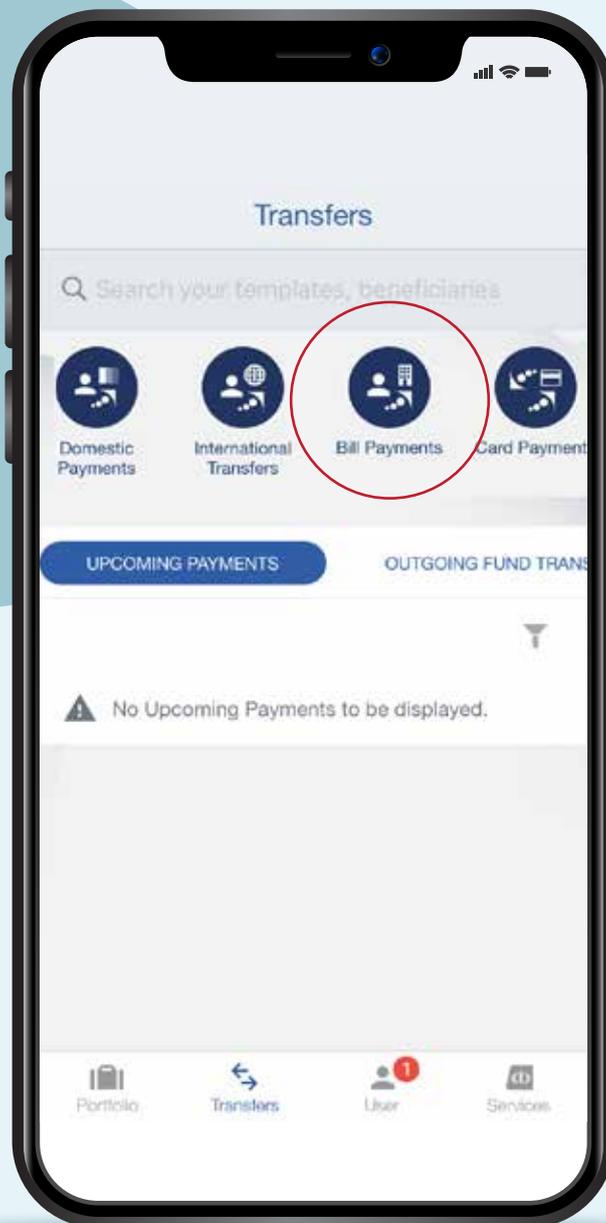
6.3 Other Bank Transfers - Domestic Payments

- Select the “Transfers” tab and click on “Domestic Payments”
- Fill in the relevant other bank account details and submit the transfer
- Enter the OTP received through the mobile via sms and submit



6.4 Bill Payments

- Select the Transfers tab and click on “Bill Payments”
- Select the relevant Biller from the “Biller” search bar
- Fill in the relevant reference details and submit the transfer
- Enter the OTP received through the mobile via sms and submit



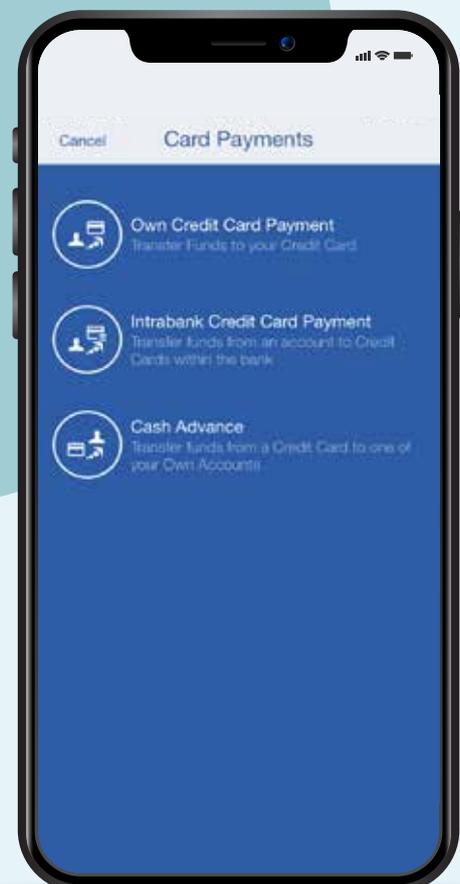
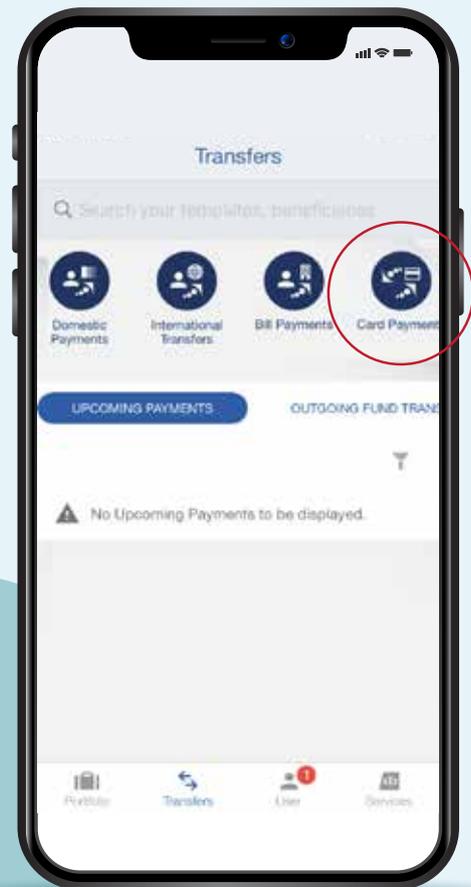
7. Credit Card Payments (ComBank Cards / Other Bank Cards)

7.1 Payments to ComBank Credit Cards (Own/ Third Party)

- Select the Transfers tab and click on “Credit Card Payments”
- Cardholder can make payments to their own ComBank Credit Card or a ComBank Credit Card of another cardholder and can also request Cash Advances through their own Credit Cards
- Select the desired transaction type, fill in the details and submit the request

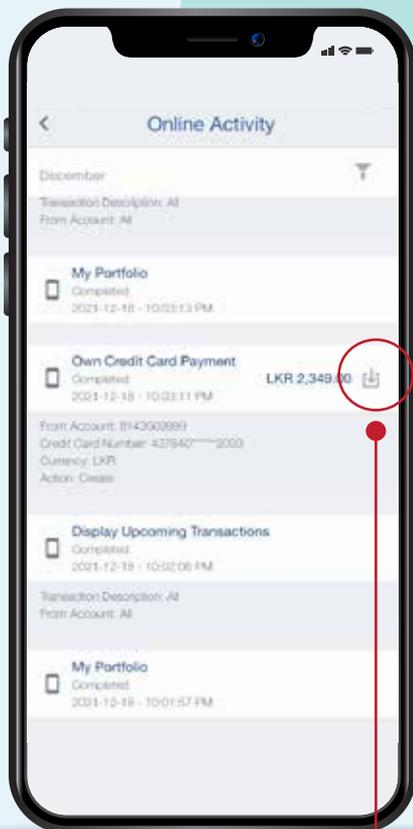
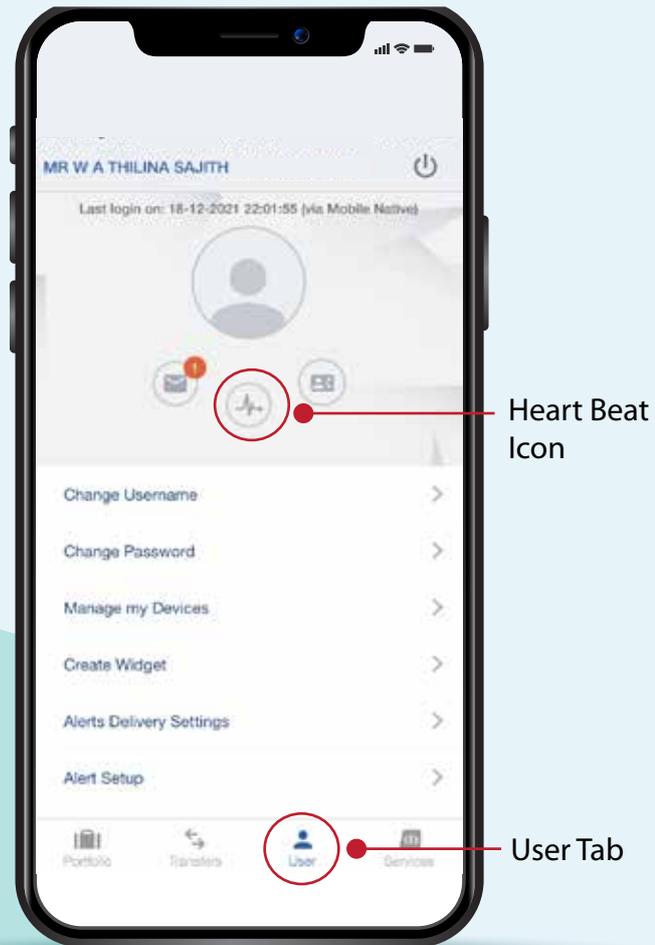
7.2 Credit Card Payment to other Bank Cards

- Select domestic Payments and fill the relevant details.
- Select the “Card Centre” of the desired Bank as the “Beneficiary’s Bank and Card Number as the Beneficiary Account Number.
- Select the purpose of the payment as “Credit Card Settlements” and submit the transaction.

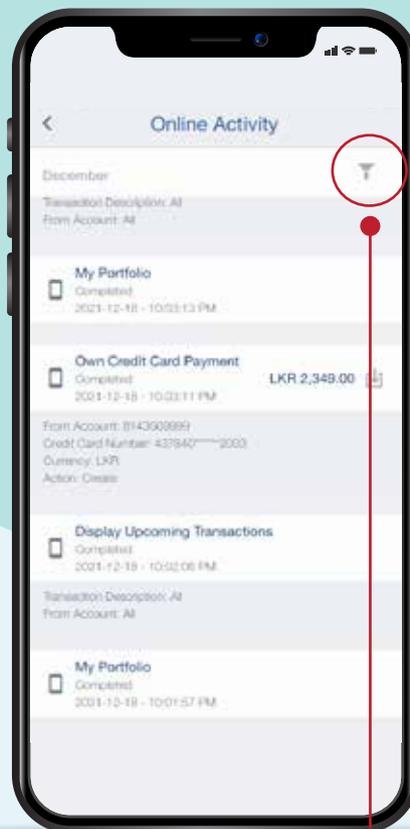


8. Download Transaction Receipt (Cyber Receipt)

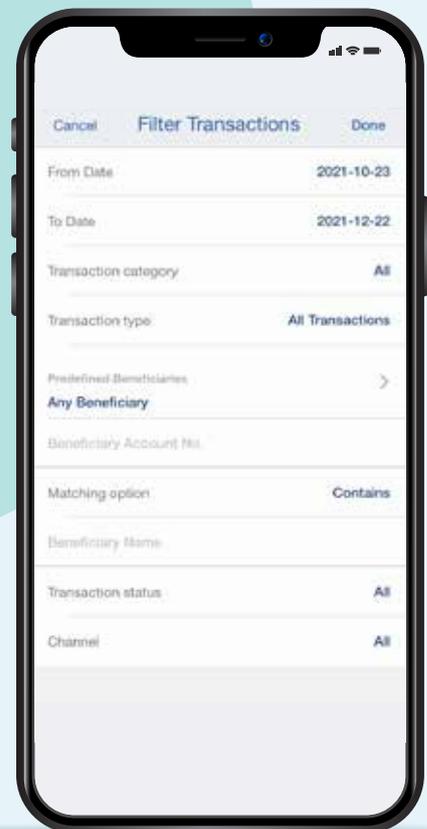
- Select the “User” tab and click on the “Heart Beat” icon to display the Online Activities
- Select the desired transaction and click on the download icon in front of the transaction, to download the Cyber Receipt
- Click on the “Pin” icon to filter Transactions. Fill in the relevant fields to identify the transaction



Download Icon

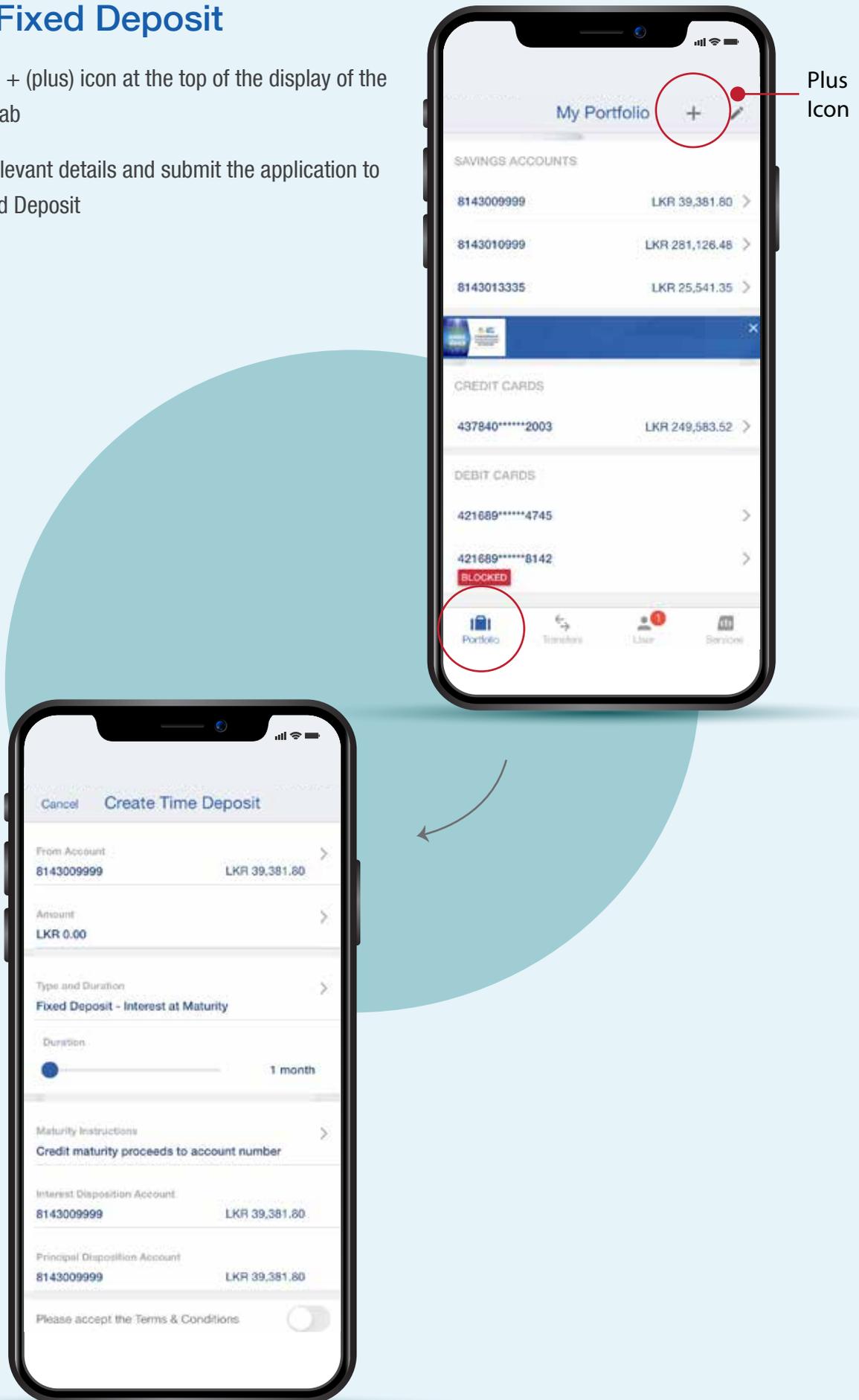


Pin Icon



9. Open a Fixed Deposit

- Click on the + (plus) icon at the top of the display of the “Portfolio” tab
- Fill in the relevant details and submit the application to open a Fixed Deposit



COMBANK DIGITAL

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Visit – <https://www.combank.lk/services/combank-digital>