

FAQ- Sampath Automated Bill Settlement (SABS)

What is SABS?

SABS is a service available to automate your monthly utility bill payments via Sampath Bank Credit cards (Visa, Mastercard and Amex). Once registered, utility bills registered will be automatically debited from the given Credit Card and will be included in the monthly Credit Card Statement.

What type of bills can be automated via SABS?

Electricity Bills:

- Ceylon Electricity Board (CEB)
- Lanka Electricity Company (Pvt) Ltd (Leco)

Water Bills:

- National Water Supply & Drainage Board

Telephone, Internet & TV Bills:

- Dialog Axiata PLC - Mobile & Fixed line
- Dialog Broadband Networks (Pvt) Ltd - Internet(Broadband)
- Dialog Television (Pvt) Ltd - Dialog TV
- Mobitel (Pvt) Ltd - Mobile & Internet
- Sri Lanka Telecom PLC - Fixed/LTE/Internet & PEO TV

How does the registration process work?

Simply submit a duly filled SABS application form, along with copies of bills which needs to be registered for the service to any Sampath Bank branch. You can also send it by post to "Sampath Bank PLC, Card Centre, No.110, James Peiris Mw Colombo 02 or e-mail a scanned document to card_center@card.sampath.lk. Once the registration process is completed, a registration confirmation will be sent to cardholder via SMS (8822). It may take up to 10 working days to complete the registration process from the date of receipt of the application.

Do I need to attach a copy of utility bill as well?

A copy of the bill is advised to be submitted along with the SABS application for rectification of the bill number.

Can a cardholder register bills which are not registered under his/her name?

Yes, cardholders can opt for the service for their own bills and those of others.

How many utility bills can I register?

You can register any number of bills with SABS.

Should I settle my previously accumulated outstanding of my utility bills before registration?

We advise settling previously accumulated outstanding utility bills before enrolling for SABS for a smooth transition of this service.

How can I know when a SABS transaction is been debited from my credit card?

Sampath Bank will be sending a confirmation SMS alert with details, once a transaction is completed (Only for SMS alert registered customers). Further, details will be indicated in your monthly credit card statement as well.

How does the automatic bill payment work?

Upon successful registration of SABS facility, monthly outstanding of bills will be automatically deducted from customer's credit card on or before the due date of particular bills. Please see the following table for dates/time-period which the payments will be processed which will be different from billers.

Biller	The date of recovery/payment from the credit card
CEB	After 20 -30 days from the date where the CEB bill is printed/generated
LECO	After 20 -30 days from the date where the LECO bill is printed/generated
Water Board	After 20 -30 days from the date where the Water bill is printed/generated
Dialog	15th day or any day from 15- 20th day from the Dialog statement bill date
Mobitel	On the due date of the Mobitel bill
SLT	During the last week of every month

What if the transaction is failed due to insufficient funds?

SMS notification will be sent to the customer regarding the status of each SABS transaction and if sufficient funds are not available the transaction will be declined. The following procedure will be followed for re-try attempts in case of insufficient funds in your credit card.

Biller	Retry in-case of insufficient funds
CEB	Re- try daily for 5 days (5 times), even on holidays.
LECO	No retry will take place due to insufficient funds.
Water Board	No retry will take place due to insufficient funds.
Dialog	One retry attempt will take place between 15 th - 20 th day from the dialog bill statement date. If the 15 th day falls on a weekend or a holiday the settlement will take place on the next working day.
Mobitel	Re- try daily for 3 days (3 times), even on holidays.
SLT	No retry will take place due to insufficient funds.

What if my Credit card gets expired or replaced by a new card, will SABS get deactivated or need to re-register with new card details?

Not required to re-register. You will remain registered even with your new credit card.

How can I cancel my SABS facility?

You will require to provide a request letter to Sampath Bank Card Centre.

Will I earn, Cash Back, Loyalty points such as Ultramile and Ultra Rewards for SABS transaction?

Yes, you can earn Cash Back and loyalty points. Anyhow, in some occasions where special offers are given for SABS, these rewards might not be facilitated.