

TO: All CEOs & Heads of Depository Participants

CIRCULAR NO:02-08-2025

Dear Sir/Madam,

Enhancing Usage of Communication and Information Channels with Central Depository Systems (CDS)

Central Depository Systems (CDS) is dedicated to fostering clear and efficient communication with all our stakeholders. To ensure you always receive timely support and access the information you need, we're highlighting our primary contact points and key information channels.

To help us serve you more effectively, we encourage you to utilize the following designated channels for your specific communication and information requirements:

Main Information Channels (For Updates & Resources)

Our website is your comprehensive source for all official announcements, circulars, regulations, forms, and general information about CDS operations and services. We strongly encourage you to regularly visit the website for the latest updates and to find answers to common queries.

1. CDS Website: www.cds.lk
 - For detailed CDS Guidelines - [CDS Guidelines – CDS](#)
 - CDS Rules - <https://www.cds.lk/cds-central-depository-rules/>
 - To check account opening/transfer status – Millenium Depository System
 - To check status of requests submitted through digital channels – CDS eConnect System
 - To check status of requests submitted to the CDS – Digital Front Desk (Broker Reporting System)

2. WhatsApp group maintained by the CDS

The CDS has created an official CDS WhatsApp Group for the Stockbrokers. We invite the documentation, compliance & investment advisor team members of Stockbroking companies to join our official WhatsApp group to receive alerts on system status, important reminders, and concise updates.

You may send your mobile phone number to be added to the group through your compliance officer via an e-mail, detailing the name & designation of the person to be added to the group.

Main Contact Channels (For Direct Inquiries & Support)

1. Common Email Addresses

For queries, detailed requests, and official correspondence, please use the relevant email address.

For inquiries related to CDS Digital Services – cdsonlinehelp@cse.lk

Inquiries related to Depository services – depositoryops@cse.lk

Monthly statements, Reports & Data Requests: cdsreq@cse.lk

Voice : 0094112356444

Fax : 0094112440396

2. CDS Hotline: +94 11 2356444

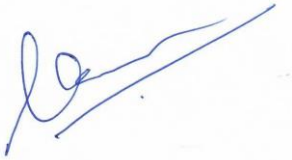
Our dedicated hotline is your primary point of contact for urgent inquiries, operational support, and immediate assistance regarding CDS services and transactions that require direct interaction.

We urge all Depository Participants to familiarize themselves with these channels. By utilizing the appropriate information channels first, and then our contact channels for specific assistance, we can ensure more efficient and timely support for everyone.

Please also ensure your contact details on record with the CDS are accurate and up-to-date.

Thank you for your continued cooperation.

Yours faithfully,



Nadeera Athukorale
Head - Central Depository Systems

VC/ng