

## Complaint Handling Policy:

At Hatton National Bank (HNB), we prioritize the satisfaction of our customers and strive to ensure that every concern is addressed promptly and fairly.

**Lodging a Complaint could be made via various channels available to submit complaints, including:**

- In person at branches
- Via HNB Connect, our online platform
- Through email or letter
- By dropping complaints in designated suggestion boxes
- HNB Connect 0112462462 email [hnbconnect@hnb.lk](mailto:hnbconnect@hnb.lk)
- Social media, webchat, or our official website
- Contacting the Customer Experience Unit 0112661963 /0112661979 email [customer.experience@hnb.lk](mailto:customer.experience@hnb.lk)
- Directly reaching out to senior management
- The Relationship Officer /Manager

### Handling Process:

- All complaints are promptly recorded upon receipt .A reference number will be issued/ Acknowledged within 3 working hours and assigned to relevant departments or officers for resolution.
- Immediate resolution whenever feasible and Complex issues targeted for resolution within 10 working days.
- Regular updates provided to customers on complaint status as an when applicable.
- Resolution communication provided in the language of the original complaint.
- Complaint handling is free of charge to customers.

### Escalation and Alternative Dispute Resolution:

#### Financial Ombudsman

Office of the Financial Ombudsman  
No. 143A, Vajira Road, Colombo 05.

Contact Number: 011-2595625

Email: [fosril@sltnet.lk](mailto:fosril@sltnet.lk)

#### Central Bank of Sri Lanka

Financial Consumer Relations Department  
Colombo 01.

Contact Number: 011-2477966

Email: [fcrd@cbsl.lk](mailto:fcrd@cbsl.lk)

Your feedback is invaluable to us, and we are committed to resolving your concerns promptly and fairly.

