

ACCESSIBILITY POLICY

(BASED ON FINANCIAL CONSUMER PROTECTION REGULATION NO.1 OF 2023)

Hatton National Bank (HNB) has implemented an Accessibility Policy that provides fair and equal access to financial products and services for existing and potential customers, irrespective of the social status, physical ability, marital status, race, caste, gender, age, religion and financial literacy of the financial consumer.

Various accessibility levels available in HNB

Physical Infrastructure accessibility

1. Comply with general laws regarding accessibility, such as facilitating differently abled and elderly financial consumers, when constructing new buildings and physical infrastructure.
2. Initiated necessary actions to improve accessibility in installing and processing ATMs and other automated equipment by enabling accessibility features.
3. Provides cards with accessibility features at the request of the financial consumer

Digital Infrastructure accessibility

1. Web Accessibility
 - a. Provided adequate time to perform functions.
 - b. Contents are perceivable, operable, understandable and robust.
 - c. Facilitate web accessibility features such as;
 - Adjustability on Font size, colour/colour contrast,
 - Full navigability and ability to function with the keyboard.
 - Elements are appropriately labelled and alternative text is used.
 - Provide security protection features adequate time to perform
2. Mobile Accessibility
 - a. Mobile application facilitates accessibility features such as;
 - Adjustability on Font size, colour and colour contrast,
 - Full navigability on mobile applications
 - Application elements are appropriately labelled and alternative text is used.
 - Provide security protection features and adequate time to perform.

Information accessibility

1. All necessary applications/documents are available in accessible formats at the request of the consumer. <https://www.hnb.net/downloads/bank-downloads>
2. Grant permission to the consumer to have assistance from a person who has been authorized by the consumer by way of a letter of authority, a power of attorney or a board resolution, as the case may be.
3. Provides adequate facilities to use assistive technology and equipment.

Your feedback is invaluable to us, and we are committed provide best possible solutions.

For further information please contact us - <https://www.hnb.net/contact-us>