

# HNB Securities Ltd

## Key Facts Document

<b>Products</b>	Treasury Bills, Treasury Bonds, Repurchase Agreements (Repo), Reverse Repurchase Agreements (Reverse Repo)
<b>Product Description</b>	<p>Treasury Bills – Gilt-edged debt instruments issued by the Central Bank of Sri Lanka at weekly auctions. It is one of the most liquid debt instruments available in the market, with tenors of 3months, 6months and 12months. Treasury Bills are issued at a discount to the Face value.</p> <p>Treasury Bonds – Long term gilt-edged instruments issued by the Central Bank of Sri Lanka with tenors ranging from 2 to 30years or more. Treasury Bonds offer bi-annual coupon interest payments.</p> <p>Repo – Repos are issued by Primary Dealers / Banks for predetermined periods when they wish to borrow funds from investors against the collateral of Treasury Bills and Treasury Bonds. Repos can be invested in for periods ranging from 1day to 12months and are ideal instruments for short term investments with flexible durations.</p> <p>Reverse Repo – Investors with investments in Treasury Bills/Treasury Bonds/ Repos have the option to borrow for short term durations against their securities.</p>
<b>Product Features, Terms &amp; Conditions</b>	Market conditions may affect interest rates, which are subject to change.

	<p>Treasury Bills/Treasury Bonds/Repos are subject to availability at the time of realization of funds.</p> <p>Individuals over 18 years of age holding a valid National Identity Card/ Passport, Corporates and other institutions can invest in the products</p> <p>Accounts can be opened individually or jointly, maximum up to four holders.</p> <p>Minimum investment amounts shall be Rs. 250,000- for Treasury Bills and Rs. 2,500,000- for Repos</p> <p>Periodic interest payment dates may change.</p> <p>Any fees/charges levied on HNB Securities Ltd for fund transfers should be borne by the customer</p> <p>Premature upliftment – Treasury Bills and Treasury Bonds will be at market rates, hence prone to losses if rates have increased. – Repos will carry a penal rate.</p> <p>If the customer fails to send written maturity instruction at least on a yearly basis for products maturing more than one time during a year or if the customer fails to send written maturity instruction for products maturing in more than one year cycle or if HNB securities Ltd is unable for any reason to effect payment to a customer at maturity, it will be dealt in accordance with the regulatory guidelines.</p> <p>HNB Securities Ltd reserves the right to decline accepting any deposit if the customer does not divulge information requested by the Company in respect of requirements laid</p>
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	down by the Financial Intelligence Unit of Central Bank of Sri Lanka.
<b>Product Investment Procedure</b>	<p>Please visit our office at No 53, Dharmapala Mw., Colombo 3 and fill the necessary documentation and submit with supporting documents to open an account.</p> <p>Once the customer account is opened, investment instructions must be given in writing either through email if the email indemnity is signed or else through a letter</p> <p>Funds must be transferred to HNB securities Ltd Current Account upon obtaining a rate and confirmation of the investment.</p>

## Complaint Handling

### Complaint Procedure

The following methods are available to customers to lodge complaints

- Through the Customer Relations Officer (via email or telephone)
- Through the direct line - 011-2206297
- Through the Complaints portal in HNB Securities Ltd Website

### Handling Procedure

HNB Securities Ltd (HSL) will acknowledge the receipt of the complaint within 5 business days of the complaint being received.

HSL will share the name and the number of the contact person to facilitate seamless communication during the resolution process.

HSL shall on best efforts basis ensure that a resolution will be provided to the customer within five business days

If the complaint is not resolved within such time frame the Customer will be given regular updates, in writing, on the progress of the investigations at intervals of not greater than 20 business days from the date of complaint.

If the complaint is not resolved within 40 business days of having received the complaint, HSL will inform the customer of the anticipated timeframe within which HSL intends to resolve the complaint.

Customer will be informed in writing within 5 business days of the completion of the investigation.

In the event a satisfactory solution is not provided by HNB Securities Ltd, customer can escalate his/her complain to the office of the Financial Ombudsman of Sri Lanka.

The Financial Ombudsman,  
Office of the Financial Ombudsman  
143A, Vajira Road  
Colombo 05

Contact number: +94 11 259 5624 TeleFax: +94 11 259 5625 Email: fosril@slt.net.lk Website:  
[www.financialombudsman.lk](http://www.financialombudsman.lk)