

14 years at the top: HNB wins Asian Banker Best Retail Bank in Sri Lanka Award 2024



Jonathan Alles, Managing Director/CEO, HNB.



Sanjay Wijemanne, DGM – Retail Banking Group, HNB.

HNB reaffirmed its dominant leadership position after being ranked Best Retail Bank in Sri Lanka for the 14th year at the Asian Banker Global Excellence in Retail Financial Services Awards 2024.

Jonathan Alles, Managing Director/CEO, HNB, said, “For generations, HNB has stood firm in our mission to serve as a partner in progress to all Sri Lankans. We have adapted and evolved, integrating cutting-edge technology and global best practices into a deeply customer-centric business model. Our success in retaining leadership of the retail banking sector for 14 years provides further validation to our approach and inspires us to continue striving for greater heights moving forward.”

Retail banking is a flagship segment for HNB, which caters to the needs of over 2.5 million Sri Lankans island-wide. In addition to the bank’s extensive customer service network of 254 branches and over 800 self-service machines, HNB has also been a pioneer in leveraging digital banking products, services and channels to provide

customers with convenient, comprehensive and secured options to transact remotely. HNB demonstrated remarkable resilience and consistent performance throughout the preceding year amid significant industry headwinds.

Notably, the bank reported a 63 per cent Year-on-Year (YoY) surge in digital transaction volumes, complemented by a 65 per cent YoY increment in the customer base engaging with our digital platforms.

In addition, our position as the vanguard of technology-integrated banking has been further solidified by pioneering platforms such as HNB SOLO. This platform offers seamless digital payment experiences enjoying rapid adoption thanks to strategic alliances with leading technology firms, enhancing merchant access to advanced digital payment options.

“We are deeply gratified by the resounding recognition that HNB won this year’s awards. To be crowned Best Retail Bank in Sri Lanka on 14 separate occasions is a remarkable achievement fueled by our team’s constant evolution and unwavering commitment to excellence. When retail banking is done right, it has the potential to improve the lives of our customers radically. That is why we continue seeking all opportunities to streamline and simplify our products and processes to deliver maximum value to our valued customers,” Sanjay Wijemanne, DGM Retail Banking Group, HNB, said.

HNB further secured additional four accolades including Governance category winner, Sustainability Champion for the Finance sector, Second runner-up for Demonstrated Resilient Practices for COVID-19 category, and ranked among the Top 10 Best Corporate Citizens, a position which HNB has achieved for 13 years.