

HNB Launches ‘HNB Self-Onboarding’



Sanjay Wijemanne, COO, HNB.



Viranga Gamage, Head of Deposits, HNB.

HNB has launched HNB Self-Onboarding, a digital banking solution that allows customers to open an online account without visiting a branch.

Designed in-house and developed with MilleniumIT ESP, the new digital banking facility offers customers unprecedented convenience, enabling them to access a full range of key products remotely from anywhere in Sri Lanka or around the world.

“Our system is simple, robust, reliable, and secure and is now the most comprehensive Self-Onboarding service on the market. Whether you are a customer living in a remote area or overseas or simply need to save time and effort, this new service is a game changer, and we welcome all who want to open a bank account with HNB,” said Sanjay Wijemanne, Chief Operating Officer, HNB.

HNB Self-Onboarding enables individuals to sign up for their first HNB account seamlessly through an online platform, eliminating the need for physical paperwork or branch visits. The entire process, from initial registration to account activation,

can be completed within 24 working hours. Customers can submit their details online and schedule a video call for verification by the Bank's agents at their convenience. Once verified, customers receive their account number, and access to a range of banking services is granted through all regular HNB digital channels.

"Self-onboarding is more than just a service, it erases boundaries and ensures that banking is accessible to all. This facility ensures accessibility to banking services for everyone, bridging gaps for those in remote areas and even Sri Lankan expatriates abroad. We envision a future where in-person bank meetings are reserved for advice and knowledge sharing, while all transactional and support services are conducted remotely at the customers' convenience, said Viranga Gamage, Head of Deposits, HNB.

HNB Self-Onboarding is unique in its comprehensive range of banking services, including savings, salary, and foreign currency savings accounts.

HNB was ranked among the top five positions on Business Today's Top 40 rankings for 2023.