



Guidelines for discontinuing existing Credit Card

- ❖ The Principal Cardholder should submit a request to discontinue/cancel his/her Credit Card by a letter or fax to the relevant branch of HNB that the card was obtained or direct to the HNB Card Centre.
- ❖ On receipt of the request, the particular card will be blocked immediately as no further transactions will be allowed on the card.
- ❖ The Credit Card will be kept blocked status for a period of 14 days to accommodate any transactions that have not been debited at the time of cancelling the card.
- ❖ If the Cardholder has not settled all dues at the end of the above mentioned period, the Principal Cardholder is required to settle the entire outstanding of the Credit Card including Government taxes.
- ❖ After settlement of all the dues of the Credit Card, the particular Credit Card account will be closed, and the Agreement that Hatton National Bank PLC had with the Cardholder will be terminated.
- ❖ The Bank will notify the Cardholder in writing, confirming the Credit Card closure.

Please note that this document is issued for the card holder's convenience and does not replace the terms and conditions of the Cardholder Agreement with Hatton National Bank PLC.