



HRVATSKA NARODNA BANKA

Contacts

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MAIN CONTACT DATA

Hrvatska narodna banka
Trg hrvatskih velikana 3
10000 Zagreb
Republic of Croatia
Telephone: +385 1 45 64 555
Fax: + 385 1 46 10 551, 45 50 726
Swift: NBHRHR2X

RELATIONS WITH THE PUBLIC

Please send your enquiries about the issues within the competence of the Croatian National Bank to info@hnb.hr. As before, we will be happy to respond to all such enquiries, with the exception of anonymous ones.

RELATIONS WITH THE MEDIA

Please send your enquiries to press@hnb.hr or call us at:

+ 385 1 45 64 576
+ 385 1 45 64 856

INFORMATION OFFICER

In line with the Act on the Right of Access to Information (info@hnb.hr), Ms Dejana Rebernik, Director of the Public Relations Department, has been designated as information officer in the CNB. Requests for access to information – which must contain the name and seat of the public authority to which the request is submitted, data relevant for recognition of the requested information, the first and last name and the address of the natural person making the application, or the name of the company, i.e. the name of the legal person and its head office – can be sent to the designated email address. The CNB charges no fee for access to information and reuse of information.

- Request for access to information
 - Request for supplementation or correction of information
 - Request for reuse of information
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The Croatian National Bank protects the privacy of individuals whose personal data it processes in the course of performing its legally defined tasks.

Please forward your legitimate, fair and transparent requests, objections and proposals to the following

e-address: sluzbenik.osobni@hnb.hr.

The Croatian National Bank will respond within the legally required time period.

NOTIFICATIONS OF CREDIT INSTITUTIONS' EMPLOYEES ON BREACHES OF REGULATIONS

In line with the [Credit Institutions Act](#), the Croatian National Bank has created an email address opp@hnb.hr at which credit institutions' employees who have information on breaches of the Credit Institutions Act, [Regulation \(EU\) No 575/2013 of the European Parliament and of the Council of 26 June 2013 on prudential requirements for credit institutions and investment firms and amending Regulation \(EU\) No 648/2012](#) and subordinate legislation adopted under the Act and Regulation (e.g. information on any breach of loan approval rules and procedures, failure to identify connected clients, exceeding of the maximum permitted exposure limits, failure to make adequate provisions for litigation costs, and the like) can notify the Croatian National Bank thereof.

Notifications of breaches of regulations can also be sent by post to the following address: Hrvatska narodna banka, Trg hrvatskih velikana 3, 10002 Zagreb, with the heading: "Notification of breaches of regulations".

Thank you in advance for any information you can provide; it will be considered and, if there are grounds for actions within the competence of the Croatian National Bank, appropriate actions will be taken in line with the CNB's powers. The Croatian National Bank is obliged to treat the information provided as confidential and may, along with the information on possible actions taken, make it available only in cases referred to in Article 206 of the Credit Institutions Act. The Croatian National Bank may use the data on the person who provided the information only where necessary for the purpose of criminal investigation or the initiation of other court proceedings.

Please send other notifications and enquiries exclusively to the following email address: info@hnb.hr. All queries will be responded to in due time.

A notification on a complaint regarding the work of a credit institution or a credit union may be submitted electronically, using the e-form Notify us and queries regarding the protection of your rights in the use of banking financial services may be submitted using the form Query. A complaint or a query may be submitted in writing to the following address:

Hrvatska narodna banka
Consumer Protection Monitoring Office
Trg hrvatskih velikana 3
10000 Zagreb

OTHER CONTACT ADDRESSES

Webmaster: webmaster@hnb.hr

Publications: publikacije@hnb.hr

Library: biblioteka@hnb.hr

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