

## Contacts

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The Croatian National Bank devotes special attention to providing the fullest and most complete information possible to the domestic and international public on its goals, measures to attain them and the results of its activities. Through various information channels, the CNB provides regular and up-to-date information to the public on all important aspects of its actions.

A large number of citizens, enterprises, media representatives, government institutions, embassies and other entities make inquiries for information and data with the Croatian National Bank. Many secondary school pupils, students and domestic and foreign researchers inquire about professional literature. The information required concerns all CNB's areas of operation and it is available to all interested citizens and firms, with the exception of the information required to be kept as a business secret by the CNB pursuant to the Act on the Croatian National Bank, the Credit Institutions Act, the Official Statistics Act and other acts.

The Croatian National Bank consistently applies the provisions of the Law on the Right of Access to Information. In addition to direct provision of information, the information requested is provided by enabling the applicants to examine the relevant documents or by providing them with the copies of the documents containing the information requested, as well as in other ways, for example by referring the applicants to the source of the information.

The CNB commits effort to process information access requests in the shortest possible period, within the legally prescribed deadlines. The CNB collects no charges on the provision and submission of the information requested.

Following the adoption of especially important decisions on monetary policy and other central bank tasks, the CNB organises press conferences with journalists covering the finance and banking sector so as to provide them with detailed information on the changes made, enabling them to report them to the public as fully and clearly as possible.

### MAIN CONTACT DATA

Hrvatska narodna banka  
Trg hrvatskih velikana 3  
10000 Zagreb  
Republic of Croatia  
Telephone: [+ 385 1 45 64 555](tel:+38514564555)  
Fax: + 385 1 46 10 551, 45 50 726  
Swift: NBHRHR2X

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### RELATIONS WITH THE PUBLIC

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

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## RELATIONS WITH THE MEDIA

Please send your enquiries to [press@hnb.hr](mailto:press@hnb.hr) or call us at:

[+ 385 1 45 65 006](tel:+38514565006)

[+ 385 1 45 90 337](tel:+38514590337)

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## EDUCATION

Requests for the organisation of educational visits to the Croatian National Bank may be submitted to [edukacija@hnb.hr](mailto:edukacija@hnb.hr) or to phone number [+385 1 45 64 576](tel:+38514564576).

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## INFORMATION OFFICER

In line with the Act on the Right of Access to Information ([info@hnb.hr](mailto:info@hnb.hr)), Ms Dubravka Budak, Advisor in the External, Internal and Digital Communications 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](mailto:sluzbenik.osobni@hnb.hr).

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

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## 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](mailto: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](mailto: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

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#### **CONFIDENTIAL PERSON UNDER THE WHISTLEBLOWER PROTECTION ACT**

In accordance with the Whistleblower Protection Act and the Ordinance on the method of appointing a confidential person and the internal whistleblowing procedure, the Croatian National Bank enables the protection of whistleblowers, which includes the provision of available and reliable means of reporting irregularities. This right may be exercised by natural persons who report irregularities associated with the performance of tasks in the Croatian National Bank.

The term "irregularities" implies infringements of laws and other regulations as well as mismanagement of public goods, public funds, Croatian National Bank funds and EU funds, posing a threat to the public interest, which are associated with the performance of tasks in the Croatian National Bank.

The term "performance of tasks" includes employment at the Croatian National Bank, freelance work for the Croatian National Bank, volunteering, performance of duties, work on the basis of a service contract, student jobs, participation in hiring procedures in the capacity as a candidate, as well as any other participation in the activities of the Croatian National Bank.

By means of the [Form for reporting irregularities](#), a whistleblower may submit a [report in writing](#), directly or by mail, as a transcript of an oral statement, or electronically at the following address: [povjerljiva.osoba@hnb.hr](mailto:povjerljiva.osoba@hnb.hr).

A report of irregularities shall comprise:

- the name of the Croatian National Bank as an employer at which the whistleblower performs tasks;
- the name of the organisational unit of the Croatian National Bank, if the whistleblower works at the Croatian National Bank;
- data on the whistleblower (name and surname and personal identification number (OIB));
- data on the person and/or persons to whom the report relates;
- a short description of irregularities;
- the date of report submission.

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#### **OTHER CONTACT ADDRESSES**

Webmaster: [webmaster@hnb.hr](mailto:webmaster@hnb.hr)  
Publications: [publikacije@hnb.hr](mailto:publikacije@hnb.hr)

