



## ANNOUNCEMENT

Regarding the argument incident which took place yesterday, between a collaborating security services company employee and a citizen at the service point of Heraklion, Crete, HEDNO would like to stress that it disapproves such behaviors, reminding that since the first days of the spread of Covid-19 in our country, the protection of Public Health was top priority for our company, which ensured that the largest part of our services are provided online or over the phone.

For the very limited number of services that require the physical presence of customers, such as services that require identification and/or signing connection agreements, HEDNO is welcoming the public at all branches across Greece by scheduled appointment only and upon phone communication.

HEDNO would like to express its regret for the incident at the service point of Heraklion. We are currently investigating the behavior of the security officer towards the citizen.

**Athens, 3 July 2020**

**Press Office**