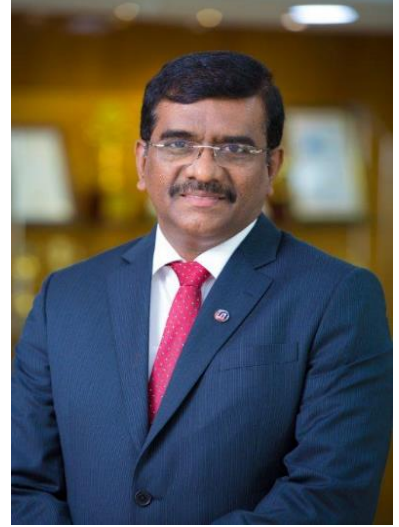


Date: 15<sup>th</sup> April, 2020

Dear valued customers,

Hope you all are staying safe and healthy in this tumultuous times when the corona virus pandemic is posing a major challenge to humankind across the globe. I would like to first of all compliment each one of you for being with us in this challenging time. We have been providing the banking services through our limited capacities at various touch points like branches, BCs and digital services.

Social distancing has become a necessity to arrest the spread of virus, and to avoid risks to life. I am sure you and your family members are following due care and keeping safe and healthy. During this lockdown period, we have been continued to remain a lifeline for millions of people and business enterprises by providing the essential banking services.



The branches have been advised to open and serve the customers with their basic requirements. Also a quick response social media team and dedicated call centers are working 24x7 to resolve any issues faced by all of us. I have seen several photographs on social media and those received directly from field functionaries showing how the customers are maintaining discipline and social distancing while transacting in the branches and ATMs following safety measures, proper hand sanitization and also increasing the usage of digital channels. I take this opportunity to thank you.

**Launch of COVID 19 Credit Schemes:** We have taken various initiatives to encourage liquidity in the ecosystem. We have launched various credit schemes like COVID Emergency Line of credit for MSMEs, Union COVID 19 Personal loan schemes for all employees drawing salary from our bank and Union SHG COVID Suvidha Loan applicable for SHGs. All our customers can avail the facilities from any of branches across the three banks now part of the Amalgamated Entity.

**RBI Relief Package:** We have streamlined the RBI Regulatory Forbearance and Relief Package given to all credit customers who can opt in or out for the deferment of their installments and debt liabilities, the intimation of which have been sent across through SMSs and the details of which has been shared over our Corporate website and social media.

I am also extremely grateful to you all and your family members who in these difficult times are inspiration behind your unwavering commitment and dedication to the nation. Please convey my sincere gratitude to them.

As we have started the journey as an Amalgamated Entity I would take this opportunity to share some specifics on the benefits that the amalgamation has brought in for all of us:

**Wider network and global presence:** It is a matter of great pride that we have now become the fifth largest PSU bank in India in terms of total business and 4<sup>th</sup> largest in terms of network. Our **120+ million customers** is being served across **9,500+ branches**, **13500+ ATMs** with a strength of **75,000+ employees**. Our complimentary geographic Pan India presence has given us a commanding pan India network, thus helping us to reach out to remotest locations through our various touch points. Also this has added our presence globally.

**“Bank of tomorrow to secure your future”:** The amalgamation have strongly positioned us to be future ready by enabling investment in various areas. These include upgrades in our analytics center of excellence, enhanced digital banking products, best-in-class IT platforms and a wider variety of products and services. We will work together for a better and secure future.

**Stronger Union together:** I would also like to directly address our partners from erstwhile Andhra Bank and Corporation Bank who have joined us with full faith and confidence and I reassure you that you will be getting best services from the amalgamated entity and best benefits. We will take all the steps to make sure that your banking relationship not only lives up to your expectations but also exceeds them. It is a matter of pride for all of us that we have grown into larger family and hence will be making a stronger union together.

**Service focus with minimum disruption:** As already ensured by us the amalgamation process which has been initiated with a strong emphasis on customer service. It has been our top priority to ensure minimal disruption to our customers. During this transition period as there has been

- No changes in account numbers, IFSC codes, MICR, bank branches for customers
- Cash withdrawal from ATMs of any of the three banks is not levying any additional charges
- All existing terms and conditions pertaining to your loan still continuing until the life cycle of the loan

Simultaneously, post amalgamation our teams of Amalgamated Entity are offering the ‘best-in-class’ products with added features and business approach. Our continuous endeavor has been to streamline our processes such that we can offer top of the line systems and processes which will help us to build all stakeholders more healthier, robust and technologically superior. With the unstinted support of all its customers and stakeholders, Union Bank of India has become the 5<sup>th</sup> largest Bank in the country. This has endowed greater responsibility on all of us in nation

building and being a part of the \$5 trillion economy in which the contribution of each one of us will create great annals in history. I assure you all that we will be rendering best of our services but also seek your support to help us overcome the current situation. My prayers for all to keep you all safe, successful and secured. Once again an appeal to all to follow Government guidelines of maintaining hygiene and social distancing.

Wish you all the best! Stay Safe and Stay Healthy!

With Regards,



Rajkiran Rai G.  
MD & CEO  
Union Bank of India