

**Appeal****Indian Banks' Association****Help Each Other, Help India.**

With the impact of Coronavirus being felt across the country the aim of IBA and its member banks is to ensure you are still provided with uninterrupted banking services. So, be rest assured that we are doing our best and extending all the support you need, in the best possible way we can.

We will continue providing the banking services to our valued customers, however we appeal to everyone, to visit the branch premises only in case of absolute necessity. Our employees are also facing the same challenges that you all are and so, we are asking for your help too.

Most of the services the banks offer are available online. Our sincere request to you is, for non-essential services, avail them through the mobile and online banking channels. We are working round-the-clock to ensure all our digital channels are up-to-date and have all the information that you may need during this period. In case you may still need assistance, you can call our branches or use the IVR facility through our Call Centre.

As a measure to serve our customers better, all banks will undertake the following essential activities from 23rd March, 2020 onwards:

- ◆ Cash Deposits and Withdrawals
- ◆ Clearing of Cheques
- ◆ Remittances
- ◆ Government Transactions

Reference to notification from Ministry of Home Affairs, Government of India Order No.40-3/2020-DM-I (A), dated March 25, 2020: para E, sub-clause (b) Clause 4 includes IT Vendors for banking operations, Banking Correspondent and ATM operation and cash management agencies are exempted from closing down.

We request all our customers to bear with us as other non-essential services during this period may be suspended.

A heartfelt thanks to all our customers for their understanding. Your and your family's well-being remains our first priority.

**Issued in Public Interest**