

Business Continuity Preparedness

Our Esteemed Customers

As per our corporate policy, we take utmost precaution to provide uninterrupted and quality services to all our stakeholders all the time. We take all possible steps and put in place requisite processes to ensure that our customers reach us regardless of the scope of the situation or event and are not denied availing the critical services.

Our Commitment

To achieve this goal to the best of our ability, we follow a documented **Business Continuity Management Framework** and have developed a **Business Continuity Plan (BCP)** in order to provide acceptable level of critical services within a reasonable time to minimize the adverse impact of any significant business disruptions in circumstances or situations on our normal services.

Business Continuity Plan

In our BCP, we address all the aspects including real-time data backup and recovery, outsourcing activities, physical safety of employees and property, training and awareness activities, critical supply chain, outsourced services and vendors, alternative communication channels, contractual arrangement with stake-holders, alternate delivery sites, regulatory and government requirements with an aim to provide services and protect the interest of our clients. While designing the BCP, we have taken into consideration all types of conceivable and foreseeable scenarios that we may happen to deal with. We have taken care to have BCP for all our branch operations, administrative office operation and personnel deployment. The BCP is reviewed, tested, updated and audited periodically to keep effective all the time.

The BCP and Disaster Recovery Plan (DRP) are designed to resume business and recover the original position as quickly as possible. We have defined Recovery **Time Objective (RTO)** and **Recovery Point Objective (RPO)** for all critical processes and applications based on the **Business Impact Analysis (BIA)**.

ISO 22301 – Business Continuity Management Standards.

Our bank is one of the few Banks in India who are ISO 22301 certified.

This provides reasonable assurance of our Bank's preparedness to cope with disruptions of business functions and ability to respond and recover in an appropriate way. This drastically limits the damage or impact of any incident.

For any assistance please call our Call Centre Number:

1800-220-229 (Toll free) or 1800-103-1906 (toll free) or 022-40919191

OR

Any of our nearest branches/offices.