

Dear Customer,

Due to the impact of the Coronavirus (COVID-19), we have enacted our Business Continuity Plan. We assure our customers that we will continue to operate throughout the duration of this Covid-19 crisis.

Our top priority is the well-being of our staff, associates and our customers, with this in mind, we have made the decision of working remotely. As a result of this, we will be unable to open our office at 10 Chiswell Street, London.

We have operational resilience plans in place that reflect guidance from Financial Regulators and Public Health Authorities to ensure we can continue to serve you. As you would expect, we can be contacted through emails and usual telephone numbers.

You can avail below facilities through telephone and emails.

- Enquire account balances
- Check status of transfers
- Check status of Direct Debits
- And of course receive and move funds from your account with Canara Bank London Branch to any other Bank account in the UK or India.

As a process we will continue to carry out necessary security checks before acting on any request from you.

Contact Numbers:

Customer Enquiries: **0207 628 2187**

Email IDs:

Customer enquiries and requests: london@canarabank.com ;

hlondon@canarabank.com

Complaints: compliance1london@canarabank.com

Operations In-Charge: operationslondon@canarabank.com

Although, we are committed to provide continuous Customers service, you may witness delay in certain services on account of external factors, as this is beyond our control. In this time crisis, we appreciate your support and Co-operation.

If you have any questions or concerns, please do not hesitate to get in touch. We remain hopeful that the situation improves quickly. However, we will continue to monitor the situation as it develops and take the appropriate action as necessary.

With Best Wishes

Canara Bank London Branch

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