

Business Continuity Management – Disclosure Statement

Federal Bank has put in place comprehensive bank-wide business continuity plans and procedures to ensure continuity of critical operations of the Bank covering all identified disasters. The plan is aimed at establishing a systematic response to unexpected events that threaten people, property and continuity of business functions of the Bank.

The Business Continuity Management Policy, approved by the Board of Directors, describes the roles and responsibilities of different units of the Bank, operational groups and personnel during emergency situations. The emergency procedures are designed to protect lives, property and data through effective use of organizational resources. Since an emergency may be sudden and without any prior warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

An apex level Operational Risk Management Committee monitors the business continuity preparedness of the Bank on an on-going basis. Further, Bank's critical systems like Core Banking, channels etc., undergo periodical disaster recovery drills/ tests to ensure the capability of the same to handle disastrous situations.

The business continuity plans and procedures of the Bank are developed to address significant disruptions and endeavours to resume business and operations to an acceptable level within a reasonable time in the event of disaster. The recovery time frames have been defined and documented in the plan. However, various external factors beyond the control of the Bank may affect the actual recovery time.

The plans and procedures are in line with the guidelines issued by the Reserve Bank of India (RBI) in this regard and are subject to regular review.

If during or after a significant disruption / disaster, you are unable to contact us through the regular channels please contact our 24x7 contact centre.

Pan India toll free number : **1800 - 425 – 1199 or 1800 - 420 – 1199**

For customers from abroad : **+91- 484 – 2630994 or +91 - 484 -2630995**

E-mail : contact@federalbank.co.in

If you are not able to contact us through the contact centre you could visit our website at www.federalbank.co.in and send us your queries and requests through online contact links.