

RBL Bank Disclosure Letter on Business Continuity Management (BCM)

RBL Bank is committed to providing continuous services to all its stakeholders and customers during any unforeseen events which might lead to business disruption risk, impacting normal business operations.

Bank has a comprehensive, robust and a resilient Business Continuity Management (BCM) Program designed to minimize any significant impact to normal Banking processes or Operations. Bank's BCM Program is based on guidelines issues by regulatory authorities (RBI & SEBI) as well as industry best practices. The same is reviewed at pre-defined intervals internally and is approved by Senior Management of the Bank.

The Bank is committed to providing highest standards of customer services and assures its customers and stakeholders that it will continue to provide its services without any interruption, however, customers can also explore the Bank's alternate channels as below:

A) **Bank website for further details:** <https://www.rbl.bank.in/>

B) **Branch & ATM Locator:** <https://www.rbl.bank.in/locate-us>

C) **Contact Us:** <https://www.rbl.bank.in/contact-us>

D) **24*7 Customer Service helpline:** [+91 22 6232 7777](tel:+912262327777)

