

URGENT AND IMPORTANT NOTICE

Date: 23 March, 2020

Dear Customer,

We at CSB Bank are continuously monitoring the prevailing circumstances of increase in spread of COVID 19. The Bank accords highest priority to the safety of our customers, employees and general public.

As a precautionary measure, the Bank is constrained to change the business hours of the branch and also restrict services.

Revised timings: 10 am to 2 pm on all working days. (Some Branches which have traditionally been operative from 10:30 am, will work from 10:30 am to 2:30 pm)

The change in timings will be effective from **23 March 2020 to 31 March 2020**.

During this period, the following essential services will be offered:

- 1) Cash withdrawal & deposits
- 2) Clearing of Cheques
- 3) Remittances
- 4) Government Transactions

Digital Banking (Mobile, Internet and UPI services) and ATMs will continue to be provided to best extent possible. Customers are encouraged to use our various digital services in lieu of branch counters for above services and a range of other services that are available through CSB Mobile+, CSB Net Banking, CSB e-passbook, CSB phone Banking as well as ATMs.

All other services including Gold loan operations will be on a best effort basis depending on individual branch resourcing and capabilities.

We solicit your understanding and cooperation. We at CSB will continue to support all the way!!

Branch Head