

Business Continuity Management – Disclosure Statement

CSB Bank endeavours to be a leading bank striving to excel in bringing products that satisfy the needs of targeted client segments, backed by excellent service – through branches and technology driven initiatives in a compliant and regulated manner. The Bank has a robust Business Continuity Plan which ensures preparedness for continuity of critical operations without significant impact on Customer Service, Business, Regulatory Compliance and Brand Reputation.

The Bank has a board approved BCP Policy which is in line with the guidelines issued by RBI along with best leading market practices. The Bank has 3 phases to plan Business Continuity in the event of a disruption in banking operations-

- ❖ Phase 1- Business Impact Assessment- This process systematically determines and evaluates the potential effects of an interruption to critical business operations as a result of a disaster, accident or emergency.
- ❖ Phase 2- Business Continuity and Recovery procedures- This covers the procedures that the Departments will control/implement to respond to an incident, maintain business continuity in the event of a facility disruption and recover from a disaster.
- ❖ Phase 3-Testing- Testing covers the procedure to test and exercise the plan to ensure that the arrangements which are put in place are resilient.

The Bank has established a **BCP committee** consisting of senior officials from departments like IT, Legal, HR, Business, Compliance, Risk and Information Security with a broader mandate wherein Continuity and recovery plans for every scenario is well documented, reviewed and updated frequently and are feasible.

In the event of a significant disruption, if your usual access to funds, transactions or branch is affected, please contact us through our customer care channels as mentioned below-

Customer Care Number: 1800-266-9090
+91 022-69578500
+91 022-45393950

Customer Care Email: customercare@csb.co.in

Disclaimer-

CSB Bank's Business Continuity Plan is developed to mitigate the impact of disruptions and resume business activities as agreed with various banking functions. The recovery time lines are captured in the plan for prioritising activities whenever necessary. The actual recovery time lines may differ due to various external factors which may be beyond the control. The BCP can be modified without prior notice.