

Dear Customer,

SyndicateBank has long recognized that significant business disruptions are a possibility and therefore, has had in place for many years comprehensive business continuity procedures that are designed to minimize the impact of any significant business disruption (e.g. loss of personnel, facilities and IT infrastructure). Business disruptions are caused by the absence of critical resources which prevents the Bank from providing critical services. Business Continuity Plan (BCP) becomes a prerequisite for minimising the adverse effects of business disruption and system failures. Business Continuity Plan is to provide a documented description of actions to be taken, resources to be used and procedure to be followed before, during and after an event that may severely disrupts all or part of business operations.

Syndicate Bank's Business Continuity Plan (BCP)

The BCP outlines core business and function procedures for the relocation or the recovery of operations in response to varying levels of disruptions. These procedures provide contact information for Bank personnel responsible for various aspects of Bank's BCP and the steps involved to:

- 1) Safeguard employees' lives and Bank property
- 2) Recover and resume operations to allow for the continuation of business
- 3) Evaluate the business disruption situation and initiate the appropriate action(s)
- 4) Provide you, access to your funds and other services
- 5) Institute communication methods between Bank and our employees, regulators, and you
- 6) Protect Bank books and records.

Each of our core businesses and functions institute, maintain and periodically test business continuity plans (BC Plans) to ensure continuous, reliable service to you. BC Plans are based on predefined strategies and roles and responsibilities. The BC Plans are designed to ensure provision of the critical business processes and IT systems within predefined recovery time frames. The BC Plans are reviewed, updated and tested at regular intervals, as well as after significant changes to live operations. Bank has also put in place policies and mechanism for disaster recovery plan to enable the Bank to recover the IT enabled operations with in the recovery time objectives.

Roles & Responsibilities

The BCP has defined roles and responsibilities, which are documented in corporate standards. This fosters a constant and effective approach throughout Bank and results in an efficient fit-for-purpose business continuity capability.

Business Continuity Teams (BCT) have been formed at branches and regional offices while a Business Continuity Management Team functions (BCMT) at Corporate Office. The regional business continuity teams provide expertise and guidance to all business units within Bank in developing, implementing, testing and maintaining effective BC Plans and recovery processes. Compliance with Bank's corporate standards is monitored regionally by business continuity teams.

Crisis Management & Implementation

Bank's Risk Management Department monitors that Bank has a clearly defined, documented and tested crisis management process for assessing, escalating and managing any business disruption that may affect Bank's ability to continue its

critical business operations. This includes a crisis contact and escalation process which is tested on a regular basis. In addition, Bank's BC Plans are designed to be implemented in response to varying levels of business disruptions. The nature of the business disruption will affect whether all or only parts of our plans are executed. For example, an event could disrupt business operations in a building where Bank is located or in a city or region where our operations are located. Our responses to these occurrences include the following:

Customer Access to Funds and other services

If your usual access to funds and other services is impacted by a significant business disruption, we will advise you of the appropriate Bank contacts through expedient means at www.SyndicateBank.in.

Business Continuity and Recovery Solutions

To facilitate the quickest possible resumption of work for the critical businesses and support functions after an incident, Bank has a broad recovery program in place with customized recovery solutions. Examples of these are:

• Alternate Sites

Bank has self-managed, dedicated standby facilities namely Near Site and Disaster Recovery Site. These recovery sites provide dedicated recovery and infrastructure on a hot-standby basis to provide for the needs of the business. All recovery sites are physically separated from live sites by specified criteria like distance etc to prevent both sites being affected by the same incident.

• Remote Access

Staff may work remotely in the event of a disruption accessing Bank systems via nearby branches.

Service Providers

Service Providers are contractually obliged to have similar Business Continuity Plans in place to safeguard the proper performance of the services if the ordinary operation of the Service Provider is disrupted and to modify their work stream in order to adapt with the business continuity organization of Syndicate Bank.

Audit

Bank's BCP is subject to regular reviews by internal and external audit, and regulatory authorities.

Contact Details

Important: In case of any business disruption at a branch, customers wishing to know alternate choices to carry out their banking transactions may contact the Branch Head and if he/she is not reachable our Regional Office may be contacted. Full contact details of our branches and regional offices are available on our home page under 'All Branches/Offices'.

SyndicateBank

Please note that this information is subject to modification.

Ver 1.0

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