

## Business Continuity Management – Statement

NSDL Payment Bank's vision is to be the preferred financial solutions provider excelling in customer delivery through insight, empowered employees and smart use of technology. The Bank is committed to provide uninterrupted services at all times and will make all efforts to maintain the confidence levels of all our customers.

NSDL Payment Bank has a robust and well defined Business Continuity Management (BCM) Model. The plan is in line with the guidelines issued by RBI and global best practices.

The Bank has adopted a three pronged approach while developing the BCM as given below:

- ☑ Group specific plans for continuity of business and operations
- ☑ Disaster recovery plans for recovery of information technology systems, data backup and networks
- ☑ Emergency response procedures addressing the impact of significant disruptions to customers/employees and damage to the Bank's assets

The continuity plan facilitates recovery of critical activities operated within Bank, thereby allowing Bank to minimize any financial, regulatory, customer or reputational impact to its business. The Bank's Business Continuity Office continuously works towards strengthening the business continuity preparedness of the Bank.

If after a significant disruption or a disaster, you cannot contact us through the regular channels, please contact our call centres. The contact number for the call centre in your city is available from the link given below: <https://www.NSDL Paymentbank.com/contact-us>

If you are not able to contact us through our call centre you could visit our web-site at [www.NSDL Paymentbank.com](http://www.NSDL Paymentbank.com) and send us/register your service requests.

### Disclaimers:

NSDL Payment Bank's BCM 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 BCM can be modified without prior notice.