

**L.V.Prabhakar**  
**Managing Director & CEO**



**1<sup>st</sup> January 2022**

Dear Valued Customers and Stakeholders,

On behalf of the entire Canara Bank family, I extend my warm greetings and best wishes for the New Year 2022. May this New Year bring with it vibrancy, prosperity, good health and new opportunities for all and help us remain strong as the pandemic retests our resilience.

I also want to express my gratitude for your continued support and trust in Canara Bank as your financial partner to sail through these testing times. Your strong partnership has helped the Bank remain resilient with stronger fundamentals and has achieved the significant milestone of becoming the third largest Public Sector Bank in India.

We have successfully raised Rs 2,500 crore by equity capital, Rs 3000 crore by issuing Basel III compliant Additional Tier I Bonds and Rs 2500 crore by issuing Basel III compliant Tier II Bonds, so far in the current financial year. Further, plans for additional capital raising for Rs 1000 crore by issuing Additional Tier I Bonds is in the pipeline. This has strengthened the Bank's capital base and it reflects the faith that esteemed investors have placed in our vision and strategies. We have also received ratings upgradation in the current financial year of our AT1 Bond from CRISIL, ICRA, India Ratings and Care Ratings.

We are committed to provide you best in the industry Banking services for all your financial needs with our strong branch network, digital delivery and an array of banking products and services. In view of the fast changing macroeconomic scenarios, we prioritize to provide you seamless and undisturbed Digital Banking services with enhanced security features, right to the comfort and safety of your home or anywhere.

We have enhanced the "CANDI" mobile Banking app with features like opening Demat account, Mutual fund and Insurance products, application of Credit Card, UPI mandate creation, positive pay system and Door Step Banking to make banking with us even more lucrative and enriching. We have added "FX4U" under internet banking to help you manage and handle your forex transactions from the comfort of your home seamlessly. We have also introduced DigiLocker facility in Internet Banking Lite version for updating the communication address and PAN and implemented SiHUB (Standing Instruction Hub) solution to enable our customers to opt for e-Mandate facility for recurring transactions, through one-time Registration process at the Merchant Site.

Further, to enable our customers to stop unauthorized transactions from their bank account, we have introduced blocking or unblocking of alternate delivery channels (UPI, Mobile Banking, Internet banking) through SMS and via Internet banking Lite Version (Omni Channel). Leveraging our Digital Banking strength and backed by your strong partnership, the Bank has been growing bigger and stronger.

Understanding senior citizens challenges in physically visiting branches, we have provided digital life certificate submission through Jeevan Pramaan Application to enable pensioners to submit their Life Certificate digitally through Aadhaar based authentication.

We have continued to focus on serving you better with simple, seamless experiences across all our Products and service outlets. We provide most competitive rates in our loan products to fulfill your credit needs. We are also giving most competitive rates in all our term deposit products as well as in savings deposits. Considering the increased demand for Gold Loans in rural/semi-urban areas, the Bank has opened 265 new gold loan plazas during the current financial year taking the total number of gold loan plazas pan India to 365 to have accessibility to all the needy. Our enhanced digital interface make it a hassle free procedure to avail loans and make deposits sitting at home at attractive interest rates.

I want to assure you that your safety, wellbeing and progress in life is of utmost priority to our core principles. We are regularly monitoring the evolving situation across the Bank and issuing safety guidelines/measures from time to time to protect our employees and customers from COVID and also to provide uninterrupted service to all our valued customers across the country.

We solicit your continued partnership in our journey towards excellence and assure you of best in class Customer service and value creation for our esteemed stakeholders.

**Warm greetings and a very Happy New Year 2022.**

**Together We Can ...**

Yours Sincerely,

**L V Prabhakar**