



**Avoid Walk-in  
Start Login**

**Appeal**

## Indian Banks' Association

### Help Each Other, Help India.

With the impact of Coronavirus being felt across the country the aim of IBA and its member banks is to ensure you are still provided with uninterrupted banking services. So, be rest assured that we are doing our best and extending all the support you need, in the best possible way we can.

We will continue providing the banking services to our valued customers, however we appeal to everyone, to visit the branch premises only in case of absolute necessity. Our employees are also facing the same challenges that you all are and so, we are asking for your help too.

Most of the services the banks offer are available online. Our sincere request to you is, for non-essential services, avail them through the mobile and online banking channels. We are working round-the-clock to ensure all our digital channels are up-to-date and have all the information that you may need during this period. In case you may still need assistance, you can call our branches or use the IVR facility through our Call Centre.

As a measure to serve our customers better, all banks will undertake the following essential activities from 27th March, 2020 onwards. The services which are available physically at branches:

- ◆ Cash Deposits and Withdrawals
- ◆ Clearing of Cheques
- ◆ Remittances
- ◆ Government Transactions

Beside other non-essential services which are available digitally.

Measures to be observed by the Customers:

- ◆ Avoid touching counters, common places by maintaining proper distance from staffs before and after physical transactions
- ◆ Use gloves/ sanitizers / mask while entering the branches
- ◆ Avoid crowding and maintain 1 to 1.5 meter distance between each other in the queue
- ◆ Only 5-6 customers to enter the branch at a time
- ◆ Carrying all documents required for transaction
- ◆ Anyone with cough n cold symptoms may avoid physical transactions
- ◆ Sr. Citizens and children may avoid for going to branches

Reference to notification from Ministry of Home Affairs, Government of India Order No.40-3/2020-DM-I (A), dated March 25, 2020: para E, sub-clause (b) Clause 4 includes IT Vendors for banking operations, Banking Correspondent and ATM operation and cash management agencies are exempted from closing down. As advise by Honorable Finance Minister, the customers accounts will be credited through DBT wherever applicable and make use of BC network and ATMs for your cash Withdrawals.

Avoid believing in rumors, approx. 1, 05,988 branches are operational.

A big thank you to all our customers for your understanding. You and your family's well-being remains our first priority.

**Issued in Public Interest**

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Bank on our  
**safety tips**

- Use Electronic Payment Options viz. RTGS, NEFT
- Internet Banking
- Mobile Banking Solutions
- Minimize Face to Face Meeting
- Utilise Digital Platforms for Lending
- Use of Credit & Debit Cards for Payments Instead of Currency



**Wash your hands with soap for atleast 20 seconds before and after physical Banking/Currency Counting/AEPS Transactions.**

