

Date: 15th September 2020

Dear Customer,

Due to the impact of the Coronavirus (COVID-19), Union Bank of India (UK) Ltd has initiated Business Continuity Plan. We assure our customers that we will continue to operate throughout the duration of the Covid-19 situation.

Our top priority is the well-being of our staff, associates and our customers, with this in mind, we have taken the decision to reduce working hours for Customers and enhance working from home facility for critical staff members. As a result, from 25th March, 2020 our office at 85 Senator House, Queen Victoria Street, London was open for customers Monday to Friday from 9.30 am to 14.00 pm. Now, considering the current situation we have taken the decision to extend the office house as below:

Existing business hours	New business hours
09:30 AM to 14:00 PM	09:30 AM to 15:00 PM

We have operational resilience plans in place that reflect guidance from Financial Regulators and Public Health Authorities to ensure we can continue to serve you. As you would expect, we can be contacted through emails and usual telephone numbers.

You can avail below facilities through telephone and emails.

- Enquire account balances
- Check status of transfers
- Check status of Direct Debits
- Make Rupee remittance to India
- And of course, receive and move funds from your account with Union Bank India (UK) account to any other Bank account in UK.

As a process we will continue to carry out necessary security checks before acting on any request from you.

Contact Numbers:

- **Hotline (all Customer Enquiries) : 0207 332 4250**
- **Credit Customer Enquiry : 0207 332 4284**
- **Branch Manager : 0207 332 4264**

Email IDs:

Customer enquiries and requests : pym@unionbankofindiauk.co.uk
Info@unionbankofindiauk.co.uk
Complaints : customercare.ubi@unionbankofindiauk.co.uk
Branch Manager : bm.sh@unionbankofindiauk.co.uk

If you have any questions or concerns please do not hesitate to get in touch. We remain hopeful that the situation improves quickly. However, we will continue to monitor the situation as it develops and take the appropriate action as necessary.

With Best Wishes

Union Bank of India (UK) Ltd