

*We are closing our
Leicester branch by
30 September 2018*

Dear Valued Customer,

SUB: Notification of merging Leicester Branch with London

At the outset, we thank you very much for choosing to bank with us for the last few years. It has been a pleasure to serve you at our Leicester branch.

Now as part of a foreign branches rationalisation plan of the bank, Leicester branch of Canara Bank is proposed for merger with London branch located at 10 Chiswell Street, London EC1Y 4UQ from the date notified above.

However, we will continue to support and serve you throughout this merger process from our Leicester branch and beyond through our London branch. Further details are described in the Annexure.

If you have any questions and concerns about these changes then please feel free to visit the Leicester Branch, email at canaralstr@canbank.co.uk or telephone (0116) 2663799 / 2965939 / 2965942.

Assuring you of our best attention and service always,



(S. Jayakumar)
Chief Executive
UK Operations

LEICESTER: 188 Belgrave Road, Leicester, LE4 5AU, T (0116)2663799, Email: canaralstr@canbank.co.uk
LONDON: 10 Chiswell Street, London, EC1Y 4UQ, T (020)76282187, Email: canarabankldn@canbank.co.uk
Web: www.canarabank.com & www.canbanklondon.com

Authorised and Regulated by Financial Conduct Authority (FCA) & Prudential Regulation Authority (PRA)

Why are we merging

Closing a branch is a decision we take very seriously. A broad range of local factors are also considered and contribute to our decision-making process:

- How customers are choosing to bank with us
- Impact on customers who currently use the branch
- Other options available to customers

As you are aware, Canara Bank is a state-owned bank of the Government of India. The Govt. of India has during January 2018 developed a reform agenda for PSBs (Public Sector Banks). Rationalisation of overseas operations of PSBs is also one of the action points under the said reform agenda. The objective of rationalisation plan is to enhance cost effectiveness and synergise overseas operations.

In this regard Canara Bank, Leicester branch, has been identified for merger with London branch as its current operation is no longer sustainable.

This first communication is to explain why we have made the decision to close this branch. It also sets out some alternatives and highlights the support that may be available to you after this branch is closed.

In a second communication, which will be available at the branch prior to its closing and also online at www.canbanklondon.com, we'll share concerns and feedback from the local community. We will also detail how we are helping people transition from utilising the Leicester branch services with alternative ways to carry out their banking requirements.

How are you affected

Normal banking services will continue to be available at our Leicester branch until the date of merger (30 September 2018). However, until then, we may not be able to onboard any new customer, roll over the deposits, or grant new loans from the Leicester branch.

On receipt of this communication, we request you to kindly be in touch with the Leicester branch to either close your account relationship and get back the deposits or give consent to transfer the account relationship to our London branch . You are welcome to transfer your account to our London branch to continue banking with us if the same is convenient to you. Should you choose this option, please notify us in writing on or before 30 September 2018. Please be informed that we don't have internet banking transaction facility and ATMs in UK .

We would ask that you do not leave any decision of maintaining an account with Canara Bank in the Leicester to the last date as we expect a high level of activity which may result in some delay or other inconveniences. You should also notify any related parties for the purpose of direct debit facilities, etc. regarding changes to your bank details.

If we do not hear from you on or before 30 September 2018, your accounts at our Leicester Branch will be transferred automatically to our London Branch on 1 October 2018 and no action by you will be necessary. Then you may have to contact our London branch through Email – Canarabankldn@canbank.co.uk or 020 7628 2187.

We will also take proactive steps to support any potential vulnerable customers. If you are over the age of 65 years or have limited mobility or going through distressful condition or any other difficulties, please indicate to us so that we may approach you proactively to assist you in the process. This is so we could explain the different options available for moving forward and we want to help the customers that may be less familiar with the other channels available.

Other banks in the neighbourhood:

There are four other Indian Public-Sector Banks branches operating in the same location (Bank of India, Bank of Baroda, Punjab National Bank and State bank of India). They offer similar banking facilities and services as provided by Canara Bank. You might also consider any other high street banks including Barclays, HSBC, NatWest & Santander, all operating in the near vicinity.

Our branch staff are ready to assist you with the process of moving to another bank should you decide to do so.

Your feedback

As a customer-centric organisation, we are sensitive to the needs of our customers and all other stakeholders, including from within the wider community that we share. We would therefore like to have your comments and concerns about this planned merger. As noted earlier, we will review and consider all of your concerns in this regard and address them accordingly.

We will anonymise and publish all feedback received including our response. Please feel free to send your feedback to the Leicester branch in person or by email.