

## IDFC FIRST Bank Limited Business Continuity Management (BCM) Disclosure

### *Overview*

IDFC FIRST bank believes in “CUSTOMER FIRST” by being - Action Oriented, Innovative, Collaborative, Decisive, Empowered and Externally Focused!

IDFC FIRST Bank understands the environment it operates in and the associated risks therein and hence has put in place a comprehensive **Business Continuity Management (BCM) Program** that commits to 1) Protect staff 2) Maintain continuity of critical operations 3) Protect IDFC FIRST Bank assets and brand value.

The bank has developed and implemented recovery strategies & infrastructure to ensure recovery and continuity of critical operations per agreed timelines and acceptable service levels. The same is tested periodically to address any gaps.

A Crisis Management Plan (CMP) is in place to ensure timely communications and structured response during a crisis. Further, a Pandemic Plan and Disaster Recovery plan exists to compliment the overall readiness of the bank.

IDFC FIRST Bank BCM program is aligned to the guidelines prescribed by RBI as well as to global & industry best BCM practices.

### *For significant disruptions*

IDFC FIRST Bank values its customer’s needs & expectations, particularly in times of a crisis and thus strives to deliver banking services using its multiple channels/products/services viz. Net banking, IDFC FIRST Bank ATMs, other bank ATMs (free, no charge applicable), Mobile banking, Phone banking, access to IDFC FIRST Bank branches anywhere etc.

Our in-house state-of-the-art customer service centers ensure that the customer needs are addressed immediately and efficiently.

In case your issues are not resolved please visit our corporate website – [www.idfcfirstbank.com](http://www.idfcfirstbank.com) – contacts section, where you can access details such as 1) **GET IN TOUCH** - Escalation Levels, Registered & Corporate office address, Personal, Bharat and Corporate banking contact numbers, 2) **MEET US** - branch locations address and 3) **ATM/Micro ATM** - locations across India.

Regards

**Business Continuity Management, IDFC FIRST Bank Ltd.**