



Business Continuity Plan (BCP)

City Union Bank (CUB) is always committed to safeguard the interests of its customers, employees and stakeholders in the event of a disaster or significant disruption that may affect CUB's banking operations.

CUB has a robust and well-defined BCP which comprises of policies and procedures with clear defined roles, responsibilities and ownership for Emergency Response, Disaster Management, IT Disaster Recovery Planning, Business recovery and Business continuity.

CUB conducts regular drills and tests to cover all aspects of the Business Continuity Plan. Plans are reviewed and maintained regularly to incorporate any changes to environment, people, process and technology.

The CUB's Business continuity plan is framed to manage the impact of significant disruptions and endeavor to resume operations to an acceptable level within a reasonable response time in the event of a disaster.

While the recovery time objectives (RTO) have been defined and documented in the plans, various external factors beyond our control could affect the actual recovery time. The Banks business continuity plan is in line with the guidelines issued by regulatory bodies and is subject to change in regular internal, external and regulatory reviews as per the needs.

In times of contingency, you can contact us through the following.

- Contact Center: For details, [click here](#)
- Branch Locator : For detailed list, [click here](#)
- ATM List: For detailed list, [click here](#)
- Email us at: [csd@cityunionbank\(dot\)com](mailto:csd@cityunionbank(dot)com)
- Website: <http://www.cityunionbank.com>
- Net Banking site <https://www.onlinecub.net>