

Press Release

18th November 2022

SIB leads RBI's Campaign on Safe Banking and Customer Rights

Palakkad: The South Indian Bank Ltd. has organised a townhall event at Palakkad as part of RBI's Nationwide Intensive Awareness Campaign on Financial Customer Rights, Internal / External Grievance Redress Mechanism in Banks and Safe Banking Practices. The Bank was designated by RBI to lead the campaign and other online/offline activities in Palakkad region with regard to improving the level of awareness among customers.

Commenting on the event, Mr. Anto George T, SGM (HR & Admin), South Indian Bank said, "The Reserve Bank has been adopting various measures to strengthen the banking structure and improve customer service aspects at various levels and awareness among customers. With widespread digitization and the advent of technology, there is an increasing need for greater awareness/ enlightenment among customers."

The town hall event was conducted in association with Lead Bank (Canara Bank) at the Hotel Boon Inn, Palakkad. The Deputy Collector, Mr. Abbas V E inaugurated the event. Mr. Anto George presided over. Lead District Manager, Mr. Sreenath also spoke at the event. The dignitaries including representatives from all the banks together lit the lamp. Ms. Renu, Chief Manager & Regional Head- Canara Bank, Ms. Pushpaja, Chief Manager - Kerala Gramin Bank, Mr. Upendra, General Manager - Kerala Bank, Ms. Kavitha, DDM -NABARD also spoke at the inaugural session.

The dignitaries highlighted various customer service initiatives of RBI and the need for awareness among customers.

Mr. Shine Kappen, Nodal Officer, Customer Relations, led a training session on RBI Integrated Ombudsman Scheme, Customer Rights and Safe Banking practices. An interactive session was also held.

The event was attended by over 200 customers from various banks across Palakkad region. Vote of thanks delivered by Mr. Pauly David, AGM and Regional Head, South Indian Bank.

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About South Indian Bank

South Indian Bank is a leading Kerala-based Private sector bank with a nationwide presence. The bank's shares are listed on The Stock Exchange Mumbai (BSE) and The National Stock

Exchange of India Ltd., Mumbai (NSE). South Indian Bank has 927 branches, 1154 ATMs and 121 CDMs/CRMs across India and a representative office in Dubai, UAE. South Indian Bank is a pioneer in technology-based banking, offering an array of digital products and services. It has one of the youngest workforces in the banking sector in the country. The Bank's Vision 2024 focuses on the 6 Cs -- capital, CASA, cost-to-income, competency building, customer focus, and compliance.

For more information, please log on to www.southindianbank.com

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