



Dear valued customer,

We hope, you have the news that Syndicate Bank will amalgamate into Canara bank from 01-04-2020. As our valued customers, we are conscious that this news may be creating a lot of questions in your minds. Some of these are:

- a) Why this merger?
- b) What is in it for me?
- c) What will happen to me if I am customer of Syndicate Bank or Canara Bank or both the banks?
- d) Will there be any disruption in the services that I am getting etc.,

***We have answered most of the Frequently Asked Question (FAQs) and the answers are available in both the Banks' website. You can also access it by [clicking here](#) or typing the link on your browser. We write this letter to assure you of our best services as before and seek your continued patronage.***

Following are some of the main messages for your information:

- a) We need large and strong Banks in India to make us a global economy. Such large banks will be able to support the growth required for us to become a USD 5 trillion economy. The combined Bank of Canara with Syndicate will be the 4<sup>th</sup> largest PSU Bank fulfilling this goal.
- b) The financial inclusion and banking outreach shall be much better helping the country to become stronger.
- c) Both Banks are created for common citizens. Over the 200 years of combined existence, the culture of both Banks has evolved in similar manner. The combined entity will be large but with unchanged approach to grass-root banking, customer delight and satisfaction. This will also ensure "Business As Usual" for all of you. Additionally, all of you will have access to larger branch network (10,300+ branches and larger service outlets like ATM, POS Machines, BCs etc). We expect, this will bring better banking experience to all of you.
- d) We will be able to provide best of technology and digital experiences, from both Banks.
- e) We expect the loan processing and Turn Around Time to be significantly better.

We are sure that you will be benefitting from this amalgamation. If at any time you have any suggestions to offer or grievance to convey, we will be happy to receive your feedback. Our call centers, help lines and grievance redressal portals will function in the normal manner.

Once again we seek your continued support and assure you our best services.



**L V Prabhakar**  
MD & CEO, Canara Bank



**Mrutyunjay Mahapatra**  
MD & CEO, Syndicate Bank

[Click here](#) for Frequently Asked Questions (FAQs)