

9th June, 2022

Dear Customer,

Greetings from Unity Small Finance Bank. We hope you and your families are doing well.

As mentioned in our earlier communication, we met with many customers and collectively brainstormed ideas and suggestions to offer more personalised and value added services. We recently rolled out few options for our senior citizen clients, which provides them with immediate liquidity, and was appreciated by many.

Customer Centricity is a key pillar of our organisation and is a virtue we strongly abide by. We are happy to introduce a number of value added services that will make your Banking experience more smooth and convenient:-

- **Extended Branch Banking Hours** – Due to work commitments, many professionals and entrepreneurs find it difficult to visit us during banking hours. For your benefit, we are happy to introduce extended branch banking hours. **Select branches will now remain open up to 5 pm, giving you the flexibility of Banking at your convenience.**
- **New Bank. Existing Relationship Managers** – The same friendly face that used to service your Banking requirements, will continue to do so with increased passion and professionalism. While we are a completely New Bank, our endeavour is to serve you with the same enthusiasm, that you are used to.
- **New Bank. New Look** – Most of our branches now sport a refurbished look, with Unity's signage proudly displayed. While we grow our geographic presence nationally, we will continue this upgradation process to ensure better visibility, accessibility and convenience.
- **Upgrade in Technology** - We are going in for an upgrade of our technology and backend systems across branches and ATMs, to reduce turnaround time and serve you better. Additionally, we have restored the eStatement facility and SMS alerts for all transactions along with monthly interest credit payments.

We once again thank customers who have reposed their faith in us by retaining balances and opening fresh FDs. We encourage you all to take advantage of our attractive interest rate of 7% p.a. offered on Savings accounts along with other benefits.

A number of initiatives have been introduced, but there is still a lot more left to achieve! We are confident that with your continued support, we will be able to build a New Age Bank. Should you have any feedback or queries, please feel free to write to us at care@unitybank.co.in

Warm Regards

Sujoy Bhawal
Director – Banking Operations

V. Vaidyanathan
Chief Information Officer