



20<sup>th</sup> March 2020

**Dear Customers,**

Welcome to PNB 2.0 !

Gazette Notification by Government of India, declaring amalgamation of Oriental Bank of Commerce and United Bank of India into Punjab National Bank with effect from 1<sup>st</sup> April 2020, marks a historic moment in the annals of Indian Economy and Indian Banking. It is certainly a privilege for all of us to be part of such a Great Decision and we resolve to embark on this wonderful journey together.

Such an amalgamation will create the new entity as one of the largest Public Sector Banks with 11000+ branches, 13000+ ATMs and business mix of Rs.17.91 lakh crore driven by over 1 lakh workforce committed to provide best banking and financial services. With such a large network, our customers will have a wider reach now and can avail of a bouquet of products & services.

The best of products, policies, technology, systems and procedures will be implemented in the amalgamated entity PNB 2.0 which shall be a Next-Generation Bank to offer State-of-the-Art products & services. We shall endeavor to see that customers of all three Banks continue to experience the Banking Products and Services, in PNB 2.0, in the very same way as they have been experiencing in these Banks before amalgamation.

Adoption of Best practices and Technologies in the new entity with wider talent pool and a large database will be leveraged through analytics for competitive advantages in a rapidly digitalizing banking environment. Best Practices of the three Banks will be adopted in operation of the PNB 2.0, by creating a Robust Risk Governance Framework for the Bank to mitigate risks to make Banking experience a customers' delight.

The entire process of amalgamation is running smoothly across the three banks. There will not be any disruption in the Banking activities; and as a customer, you will continue to enjoy banking experience and services of consistently high quality.

Proper mechanism is being put in place to address the grievances of Customers at all levels such as Branches, Circle Offices, Zonal Offices & Head Office. Further, Call Centers of the Bank have been upgraded in terms of quality human resources backed by technology to redress grievances / complaints of customers expeditiously.

We truly treasure your relationship with our Bank and at this juncture, assure you that the amalgamation process shall not only strengthen the bank further, but also improve the quality of products and services for a convenient and a hassle-free banking experience.


We once again thank you for your continued patronage. We shall keep you posted with updates / developments at periodical intervals through mails / various public facing engagements.

Thanking You,

Sincerely Yours

  
**Ashok Kumar Pradhan**  
MD & CEO  
United Bank of India

  
**Mukesh Kumar Jain**  
MD & CEO  
Oriental Bank of Commerce

  
**CH. S. S. Mallikarjuna Rao**  
MD & CEO  
Punjab National Bank