



### **Business Continuity Management Statement**

Emirates NBD Bank (P.J.S.C), India (the Bank) is committed to safeguard the interests of its customers, employees and stakeholders in the event of a disaster or significant disruption that may affect its operations and premises. The Bank's Business continuity program is developed to manage the impact of significant disruptions and will endeavor to resume business and operations to an acceptable level within a reasonable time in the event of a disaster.

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

#### **Contacting us**

If after a significant disruption or a disaster, you cannot contact us through the regular channels, please contact our 24 hour Call Center (+91 22 6153 2393) or India branch Nodal Officer. Details are available from the link given below:

<https://www.emiratesnbd.co.in/en-in/contact-us/>

If you are not able to contact us through our call center, you can send us an email at [indiahelpdesk@emiratesnbd.com](mailto:indiahelpdesk@emiratesnbd.com).

#### **Disclaimer**

Our business continuity plans are reviewed and tested regularly to ensure appropriate enhancements are implemented as technology improves, business plans evolve, or regulatory requirements change. Should material changes to the plans occur, this "Business Continuity Management Statement" will be updated as appropriate.