

L.V.Prabhakar
Managing Director & CEO



1st January 2021

Dear Valued Customers and Stakeholders,

Welcoming this New Year 2021, I extend my warm greetings and best wishes on behalf of Canara Bank family for a very happy, prosperous and safe new year.

Despite the ups-and-downs, I hope that 2020 has been a successful year for you and your beautiful family. I also want to express my gratitude for your continued support and trust in Canara Bank as your financial partner to sail through the unique and remarkable challenges of the COVID-19 pandemic in 2020. Your strong partnership has helped the Bank to stand strong on a legacy of 115 years. We stand committed to the founding principles to put the “Customer First” in all our endeavors and support you to navigate through all challenges and achieve success in the New Year.

We have provided seamless Banking services with minimal disruption throughout the pandemic, taking care of all your financial needs and following all public health guidelines with our strong branch network, digital delivery and an array of banking products and services. We have expeditiously executed the responsibility of working through the pandemic to ensure credit flow to the stressed sectors of the economy. To ensure business continuity for smaller enterprises that were faced with liquidity issues, the Bank introduced the “Emergency Credit Line Guarantee Scheme (ECLGS)” for MSMEs for providing guaranteed emergency credit for eligible MSME units. We have proactively provided Canara Credit Support to COVID- 19 affected Customers to support them to overcome their financial stress. As per RBI guideline, we have provided moratorium for all eligible accounts and restructured certain categories of loan accounts facing COVID-19 related stress under one-time restructuring scheme. We wholeheartedly remain committed for the growth of our customers, valued stakeholders and the economy as a whole.

We have successfully raised Rs 2,000 crore equity capital by issuing over 19 crore shares to eligible investors. We have further raised Rs 2,816 crore by issuing Basel III compliant Additional Tier I Bonds and Rs 3,000 crore by issuing Basel III compliant Tier II Bonds in the calendar year 2020. This has strengthened our capital base and it reflects the faith that esteemed institutional investors have placed in our vision and strategies.

We recognize the need of providing enhanced Digital Banking services to our customers with best of the industry customer interface and security features. Hence, we have significantly enhanced our digital offerings with an array of products to suit customer needs like “CANDI” mobile Banking app flavored with Lifestyle services, cardless cash withdrawal, opening Demat account, Mutual fund and Insurance products, application of Credit Card, UPI mandate creation, positive pay system and Door Step Banking to make banking with us even more lucrative and enriching. We have added Forex outward Remittance under Internet Banking to handle forex transactions seamlessly. Leveraging this and backed by your strong partnership, the Bank has been growing bigger and stronger.

We have continued to focus on serving you better with simple, seamless experiences across all our Products and service outlets. We provide most competitive rates in our loan products to fulfill your credit needs. We are also giving most competitive rates in all our term deposit products as well as in savings deposits. Considering the increased demand for Gold Loans in rural/semi-urban areas, the Bank has opened 59 gold loan plazas across the country to have accessibility to all the needy. Our enhanced digital interface make it a hassle free procedure to avail loans and make deposits sitting at home at attractive interest rates.

Understanding senior citizens challenges in physically visiting branches, we have provided digital life certificate submission through Jeevan Pramaan Application to enable pensioners to submit their Life Certificate digitally through Aadhaar based authentication.

Together, we have successfully navigated the unique challenges of 2020 and remain in a strong financial position. The New Year is bringing with it new opportunities, new innovations, new technological breakthroughs and a new perspective for life in general with emphasis on health and safety guidelines. We solicit your continued partnership in our journey towards excellence and assure you of best in class Customer service and value creation for our esteemed stakeholders.

Warm greetings and a very Happy New Year 2021.

Together We Can ...

With Warm Regards,

Yours Sincerely,

L V Prabhakar