

L V Prabhakar
Managing Director & CEO



13th November 2020

Dear Valued Customer,

I want to extend my warm greetings to you and your family on this Deepavali. May the festive season bring with it good health and prosperity for all and help conquer the challenging times. I also want to take this opportunity to convey my heartfelt gratitude for your unscathed trust and support. With a legacy of over 115 years, your bank stands strong on principle “Customer First” and is committed to best in class customer service.

We have successfully completed the first half of this financial year, making significant progress despite the imminent challenges posed by the Covid19 pandemic. With your support, the Bank has achieved a new global business milestone of Rs 15.98 lakh crore as at 30th Sep 2020. Bank’s profitability has improved too, with operating profit increasing by 32.5% y-o-y to Rs 4640 crore and a sizable net profit of Rs 444 crore in Q2 FY2021.

Your undeterred trust and partnership has helped the Bank expand its deposit portfolio by 9.2% y-o-y and strengthen the retail deposit base. The Bank’s retail term deposits rose by 18.14%, CASA grew by 14.47% and savings bank deposits increased by 13.38% y-o-y as at 30th Sep 2020. Despite the weak economic environment, Bank could expand its domestic advances portfolio by 4.8% y-o-y as at 30th Sep 2020. With the focus on individual customers and best in class customer service, Bank’s retail lending has increased by 8.6% y-o-y and housing loan have increased by 12.8% y-o-y. Lending to MSMEs registered an increase of 4.6% q-o-q as at 30th Sep 2020. The focus and efforts on improving asset quality has translated in a sharp reduction in gross NPA and net NPA ratio to 8.2% and 3.4%.

We have introduced a host of schemes like “CANDI” mobile Banking app flavored with Lifestyle services, cardless cash withdrawal, Door Step Banking through universal touch Point to make banking with us even more lucrative and enriching. Bank has added new features like Stop Payment of Cheque and Debit Card Pin Generation under Mobile Banking and Credit Card, and Mutual Fund were added under Internet Banking.

To make banking even more seamless and agile for our customers, we have introduced digital offerings like online Application and instant approval for Housing Loan and Vehicle Loan and PSBloansin59minutes.com for MSME loans amongst others. Further we have reduced our lending rates significantly to fulfill the credit needs of our customers. We are also giving most competitive rates in our deposits as well. We are on the way of end to end digitalization of lending for hustle free loan with reduced turn around time. I request you to fully leverage our augmented products and services for your banking needs.

In our journey towards becoming the most Preferred Bank, we solicit your continued partnership and assure you that Canara Bank will continue to stand strong on its “Customer First” principle.

May you enjoy this special day with your special ones. Wishing you a very happy Deepavali.

Together We Can ...

With warm regards

Yours Sincerely,

**L V Prabhakar
MD & CEO**