

To whomsoever it is concerned

Subject: Continuance of essential financial services through Business Correspondents and their Agents.

Pursuant to the order passed by GOI and Ministry of Finance to tackle novel Corona Virus (COVID-19), banking has been declared as essential services and banks has been advised to ensure continuity of services through all its customer touch points including Business Correspondent.

Under present circumstances Business Correspondent through their BC agent network plays a vital role in providing basic banking services (Cash Deposit and Cash Withdrawal) to citizens across geographies in the country. Advisory has been issued to BC's on precaution to be taken during this period.

This letter has been issued to BC's to allow them hassle free travel between their residence and corporate office/branches during the lockdown period so that uninterrupted banking services can be provided to customers. BC's should only be facilitating banking services and no other services during this period. BC's can issue similar letter to Business Correspondent Agents.

Attached: Advisory issued by Government of India.

BC Name: **Dhan Hind Utility Pvt. Ltd.**

Services Provided by BC: **AEPS & MATM based Cash Withdrawal**

Authorized Signatory


Naveen Chaluvadi
President & Head - Digital Payments

