



Karnataka Bank Ltd.

Estd : 1924

CIN : L85110KA1924PLC001128

Regd. & Head Office
P.B. No. 599, Mahaveera Circle
Kankanady, Mangalore – 575 002

Phone : 0824 - 2228222 Fax : 0824-2225588
Website : www.karnatakabank.com
email : info@ktkbank.com

SECRETARIAL DEPARTMENT

16.03.2019

HO: SEC: 640 : 2018-19

1. The Manager
Listing Department
National Stock Exchange of India Limited.,
Exchange Plaza,C-1, Block G
Bandra-Kurla Complex, Bandra (E),
MUMBAI-400 051

2. The General Manager,
BSE Limited
Corporate Relationship Dept
Phiroze Jeejeebhoy Towers,
Dalal Street,
MUMBAI-400 001

Dear Sir,

We enclose copy of the press communiqué released by us for your kind information.

Thank You,

Yours faithfully,


Company Secretary

OR 3059

 **Karnataka Bank Ltd.**
Your Family Bank, Across India.

Regd. & Head Office
P. B. No.599, Mahaveera Circle
Kankanady
Mangaluru – 575 002

Phone : 0824-2228325 Fax: 0824-2225587
E-Mail : pr@ktkbank.com
Website : www.karnatakabank.com
CIN : L85110KA1924PLC001128

CORPORATE PLANNING DEPARTMENT

PRESS RELEASE

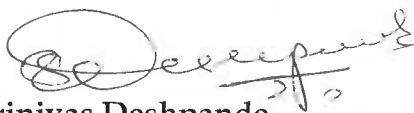
Date: March 16, 2019

Karnataka Bank Partners with Karvy DigiKconnect for Contact Centre Services.



Karnataka Bank has entered into an agreement with M/s Karvy DigiKconnect Ltd for total Management of Contact Centre operations. The MOU has been exchanged between Shri Mahabaleshwara M S, Managing Director & CEO of Karnataka Bank and Shri Makesh Sankaran, CEO of Karvy DigiKconnect Ltd, at Bank's Headquarters, Mangaluru, today.

Speaking on the occasion Shri Mahabaleshwara M S, Managing Director & CEO of Bank said "As a part of Transformation journey, the Bank has engaged the services of Karvy DigiKconnect Ltd for managing its Contact Centre operations, which will be an effective interface between the Bank and millions of its customers. As more and more customers are opting for digital banking channel, our customers' total experience will be further improved with this 24x7 facility. This multi-channel and multilingual Contact Centre provides robust and cost-effective support for both Inbound and Outbound communication with customers and maximizes their satisfaction with our services and Bank is happy to take customer service to the next level".



Srinivas Deshpande
CHIEF MANAGER - PUBLIC RELATIONS