

ANNEXURE

	31-03-2003	31-12-2002	31-12-2001	31-12-2000
Total number of ATMs in the ownership / operation of the Bank as on date.	# of machines	# of machines	# of machines	# of machines
Total number of customers having the ATM card(s) of the Bank as on date.	# of customers	# of customers	# of customers	# of customers
Total number of cash withdrawals by the Bank's own cardholders on the Bank's own ATMs only during the period.	# of transactions.	# of transactions.	# of transactions.	# of transactions.
Total amount of cash withdrawal by the Bank's own cardholders on the Bank's own ATMs only during the period.	Rs. in millions	Rs. in millions	Rs. in millions	Rs. in millions
Number of On-line Branches as on date.	# of branches	# of branches	# of branches	# of branches
Number of computerized branches. i.e., branch maintaining computerized General Ledger as on date.	# of branches	# of branches	# of branches	# of branches

What facilities other than the cash withdrawal are being offered through the ATM Card of the Bank?

- 1) Balance Inquiry Yes / No
- 2) Mini Statement Yes / No
- 3) Funds Transfer Yes / No
- 4) Others (please specify) _____
- 5) ATM Switch Connectivity 1-Link MNet Future plan in case of non-connectivity

Moreover, for all the above, if YES, for each of financial transaction type please provide us with the previous three years and 1st Quarter of 2003 number of transactions and amount of transactions and for each of non-financial transaction type, provide number of transactions for the corresponding periods as per the proforma given on previous page of this annexure.

Credit and Debit Cards

- 1) Number of POS Terminals _____
- 2) Credit Card Issuer Yes / No
- 3) Debit Card Issuer Yes / No
- 4) Brand of Credit Card being Issued VISA Master Both Other (please specify)

Moreover, for both of the credit card and debit card (if issued) please provide for each of the card type the number of card-holders of Bank, number of transactions and amount of the transactions for the previous three years and 1st Quarter of 2003 as per the proforma given on the previous page of this annexure.

Other Types of E-Banking Services Offered by the Bank:

- | | |
|----------------------------------------------------|-----------------|
| 1) Account Management through Internet. | <u>Yes / No</u> |
| 2) Phone Banking. | <u>Yes / No</u> |
| 3) Utility Bills payment through electronic means. | <u>Yes / No</u> |
| 4) Others (please specify) | _____ |

NOTE:

For all of the above mentioned services offered by the bank including ATM and Credit Cards etc. please give the contact details of the person incharge in your bank for each type of facility being offered by the Bank.