

PRESS RELEASE

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Indian Bank Celebrates Customers' Day,
Reaffirms Commitment to Customer-Centric Banking
Leadership Goes Beyond the Boardroom to Connect with Customers

Chennai, August 20, 2026: Reinforcing its customer-first approach, Indian Bank celebrated Annual Customers' Day on Thursday, August 20, 2026, across all its branches in India and overseas. The initiative provided an opportunity for direct interaction with customers, gathering their valuable feedback and understanding their expectations to further strengthen customer service.

On this occasion, the Bank expressed its gratitude to customers for their continued trust, loyalty and support. Senior management emphasised the importance of customer feedback and invited suggestions to further improve the quality and delivery of banking services. The initiative reflects Indian Bank's commitment to excellence through continuous customer engagement and a culture of listening and improvement.

The Customers' Day programme in Chennai was attended by the top executives of the Bank at Alwarpet, Nungambakkam, Mylapore and Ethiraj Salai Branches. The Bank's overseas branches in Singapore, Jaffna and Colombo also organised Customers' Meets, providing an opportunity to strengthen relationships with its global customer base.

During the interactions, the leadership team listened to customers' views on their day-to-day banking requirements, products and services. The discussions also helped identify opportunities to further streamline processes and strengthen service delivery.

By bringing its senior leadership closer to customers, Indian Bank reaffirmed its commitment to listening, responsiveness and continuous improvement. The engagement reflects the Bank's endeavour to ensure that customer perspectives remain central to the enhancement of its products, services and overall banking experience.
