



8th April, 2021

TO WHOM SO EVER MAY IT CONCERN

Subject: Essential Banking Services

At the outset, we send our greetings and good wishes for safety and protection of all.

As you are aware, there is resurgence in COVID-19 cases across the country. Various law enforcement agencies and/or state health department have started issuing fresh set of guidelines pursuant to which certain restriction on movement of persons has been imposed. However, as on date of this letter, these guidelines exempt essential activities / services which includes banks services.

Paytm Payments Bank Limited ('PPBL') is licensed by Reserve Bank of India to carry on payments bank business and is in the business of providing banking and other related products and services to its customers in India.

PPBL renders its banking services via bank branches and Business Correspondents. Thus, these streams also form a part of essential services and as such are required to remain operational to ensure availability of banking facility (and more importantly cash related services such as remittances) ('Services') to the customers.

This letter is issued to authorized Business Correspondent of PPBL, to enable them to permit their authorized network partners / person to travel and/or seek permits from law enforcement agencies to travel from their residence to work location / Service location / cash pick / collection points and vice versa.

Please note:

- (i) The Business Correspondent including its network and persons shall strictly limit their daily activities to render essential banking services only and shall not to offer any other services and/or goods been offered from their establishment which is/are not covered as part of essential service and/or commodity category.
- (ii) The Business Correspondent shall strictly adhere and ensure complete compliance of rules / guidelines / instructions / mandates issued from time to time, by Ministry of Home Affairs and/or Ministry of Health and Family Welfare, and/or local administration and/or law enforcement agencies and/or any other competent authority.

This letter is issued basis request of Business Correspondent and on no liability basis.

For **Paytm Payments Bank Limited**,

Authorized Signatory
Name: Nitin Kumar
Designation: General Manager

Paytm Payments Bank Ltd

www.PaytmBank.com

Corporate Office - A-6, VJ Business Tower, Sector 125, Noida 201301, India

T: +91 120 4818901 E: info@PaytmBank.com CIN: U65999DL2016PLC304713

Registered Office - 136, First Floor, Devika Tower, Nehru Place, New Delhi-110019