

ANNUAL REPORT

2016 - 2017



CUB
Trust and Excellence
SINCE 1904

CITY UNION BANK LIMITED

Your moment of glory!



Dr. N. Kamakodi, MD & CEO, City Union Bank receiving the awards from the Hon'ble Union Minister of Finance Shri. Arun Jaitley.



“FINANCIAL EXPRESS INDIA’S BEST BANKS AWARDS”
for FY 2013-14 (Winner) & FY 2014-15 (Runner)
in the category of **Old Private Sector Bank,**
Strength & Soundness Award
for FY 2014-15 (Winner)

Any award we win is an acknowledgement of our customers’ support and patronage.
Our success is your endorsement of our efforts.



Thank you Stakeholders



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Statutory Central Auditors

M/s. P. Chandrasekar
Chartered Accountants
S-512, 514, Manipal Centre,
47, Dikenson Road,
Bengaluru - 560 042

Secretarial Auditors

M/s. B.K. Sundaram & Associates,
Practising Company Secretaries,
29 & 30 Pandamangalam Agraharam,
Woriur, Trichy - 620 003

Registrar & Share Transfer Agents

Karvy Computershare Private Limited
(Unit : City Union Bank Limited)
Karvy Selenium Tower B
Plot No : 31 & 32
Financial District, Gachibowli,
Nanakramguda, Serilingampally
Hyderabad - 500 032 India
Phone: +91 40 67161509
email: einward.ris@karvy.com

Registered Office

149, T.S.R (Big) Street,
Kumbakonam - 612 001.
Phone: 0435 - 2432322
Fax: 0435 - 2431746
e-mail: shares@cityunionbank.com
Website: www.cityunionbank.com

Administrative Office

"Narayana", No. : 24-B, Gandhi Nagar,
Kumbakonam - 612 001.
Phone: 0435 - 2402322, 2401622, 2402412
Fax: 0435 - 2431746
e-mail: shares@cityunionbank.com
Website: www.cityunionbank.com

BOARD OF DIRECTORS



CHAIRMAN
S. MAHALINGAM
B.Com (Hons.), F.C.A.



MD & CEO
Dr. N. KAMAKODI
B.Tech., MBA, CAIIB, Ph.D.



C.R. MURALIDHARAN
B.Sc., CAIIB



Justice (Retd.) **S.R. SINGHARAVELU**
B.Sc., B.L.



Prof. V. KAMAKOTI
B.E., M.S., Ph.D.



R. MOHAN
B.Sc., MBA., CAIIB



ABARNA BHASKAR
B.A., F.C.A.,



M. NARAYANAN
B.Sc., Grad CWA, FCA, DISA



S. BERNARD
B.Com., F.C.A.,



N. SUBRAMANIAM
PGDM-IIM(A), FCA, FCS, CWA

SENIOR EXECUTIVES



R. VENKATASUBRAMANIAN
Senior General Manager



K.P. SRIDHAR
General Manager



V. RAMESH
General Manager



K. MAHARAJAN
General Manager

DEPUTY GENERAL MANAGERS



R. KRISHNAN



S. RAMESH



S. MOHAN



R. SUBRAMANIAN



S. RAJAM



S. KRISHNAN



J. SRIDHARAN



J. RAMASAMY



G. SANKARAN



V. GOPALAKRISHNAN



K. JAYARAMAN



C. GANESAN



R. RAJARAMAN



R. LAKSHMINARAYANAN

ASSISTANT GENERAL MANAGERS

J. RAJASEKARAN
R. BALAJI
B. GANESH
S. MOHAN
S. THOTA VENKATASARAVANAN
B. RAJA
K. VENKATAKRISHNAN
K. SWAMINATHAN

J. CHANDRASEKAR
R. UMA
N.V. THIYAGARAJAN
R. NARAYANAN
S. RAMESH KUMAR
V. SIVAKUMAR
V. GURUMURTHY
RM. KUMAR

V. GANESAN
S. VENKATESH
V.K. SURESH
J. DURAI
T.V. SURESH
G. KANAGASUNDRAM
V. GANESAN
B. VENKATESHWARAN

P. RAJARAMAN
S. VENKATESAN
R. SUBBARAMAN
V. RAVI
J. GANESAN
K.V. BALACHANDAR
G. SUNDARARAMAN

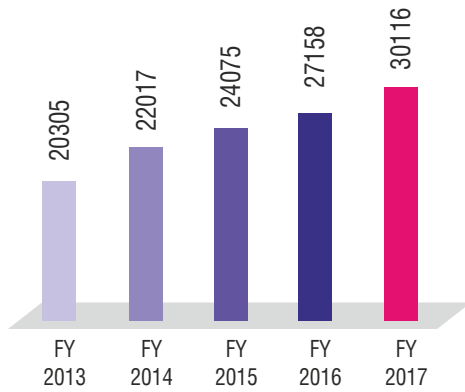
CHIEF FINANCIAL OFFICER & COMPANY SECRETARY

V. RAMESH

FINANCIAL HIGHLIGHTS

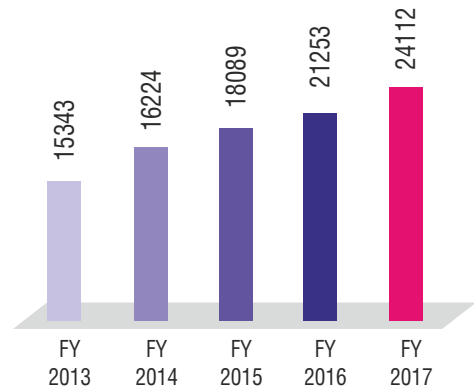
DEPOSITS

(₹ in Cr)



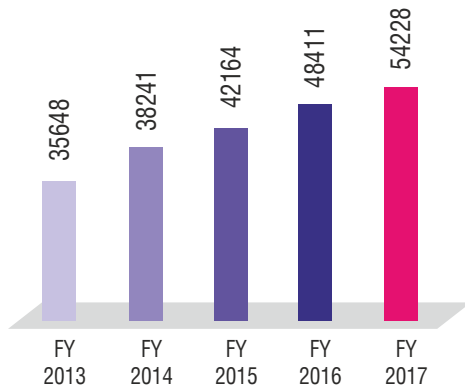
ADVANCES

(₹ in Cr)



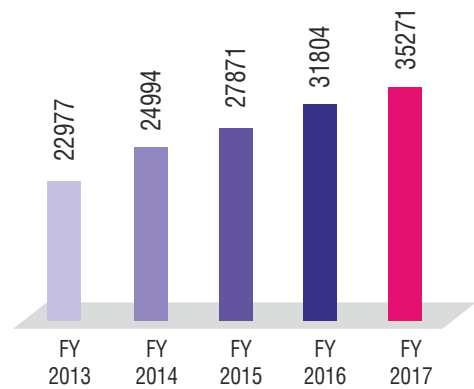
BUSINESS

(₹ in Cr)



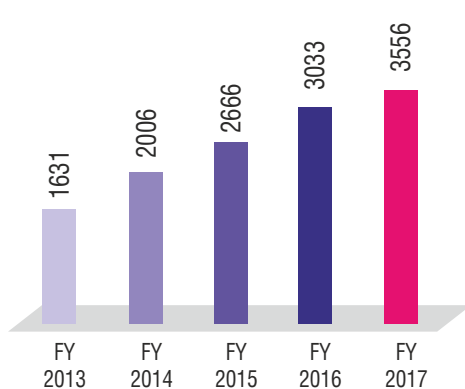
TOTAL ASSETS

(₹ in Cr)



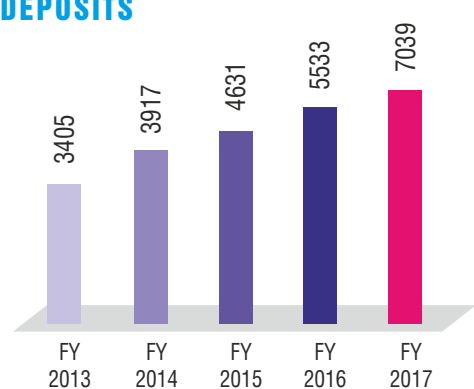
NET WORTH

(₹ in Cr)



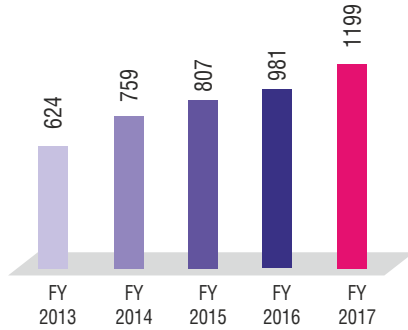
CURRENT & SAVINGS DEPOSITS

(₹ in Cr)



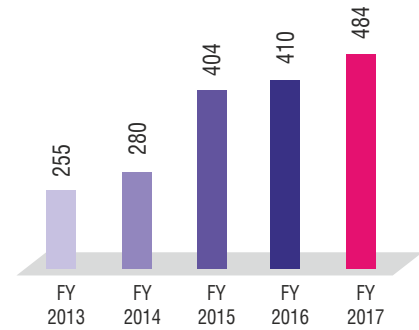
NET INTEREST INCOME

(₹ in Cr)



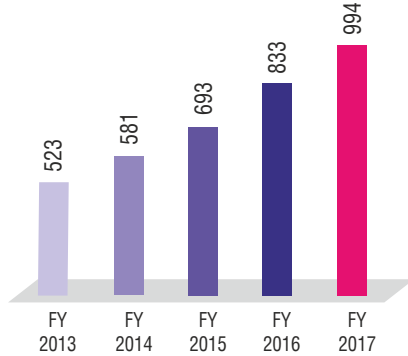
NON INTEREST INCOME

(₹ in Cr)



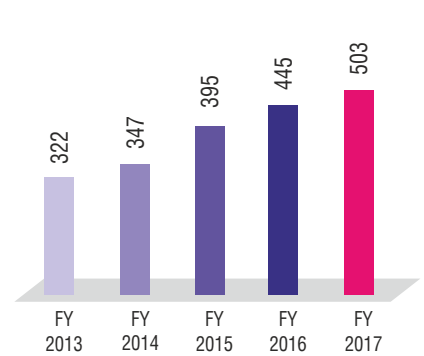
GROSS PROFIT

(₹ in Cr)



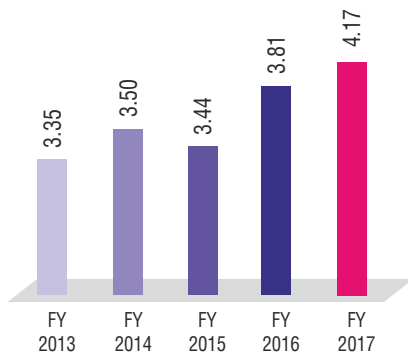
NET PROFIT

(₹ in Cr)



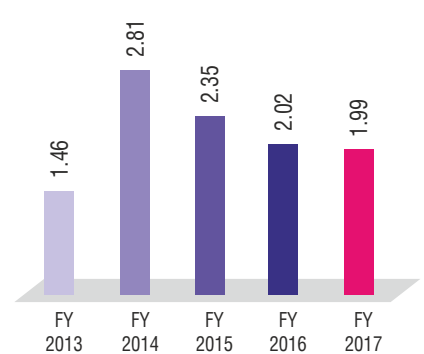
NET INTEREST MARGIN

(%)



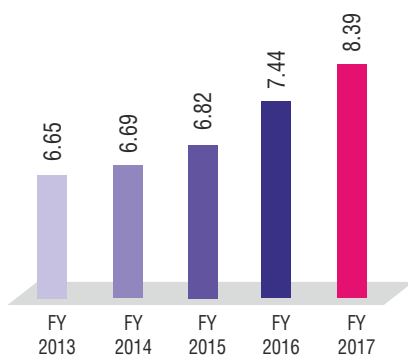
SLIPPAGE RATIO

(%)

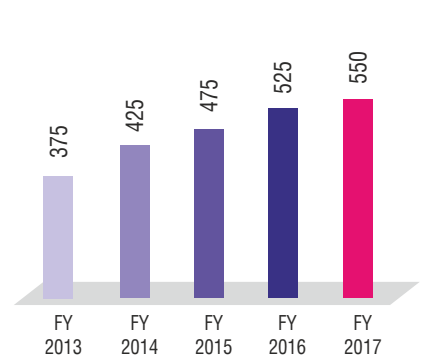


BASIC EARNING PER SHARE

(₹)



No. OF BRANCHES



TECHNOLOGY TO THE FOREFRONT IN THE SERVICE OF CUSTOMERS

In today's Banking scenario, Technology plays a vital role in managing and fulfilling the growing customer demand. Many of the Bank's technology services are aimed at creating memorable customer experience. Digitization of Banking operations across the country has migrated customers from the traditional core Banking solutions to digital solutions available on their hand held feature phones or smart phones. Customer's

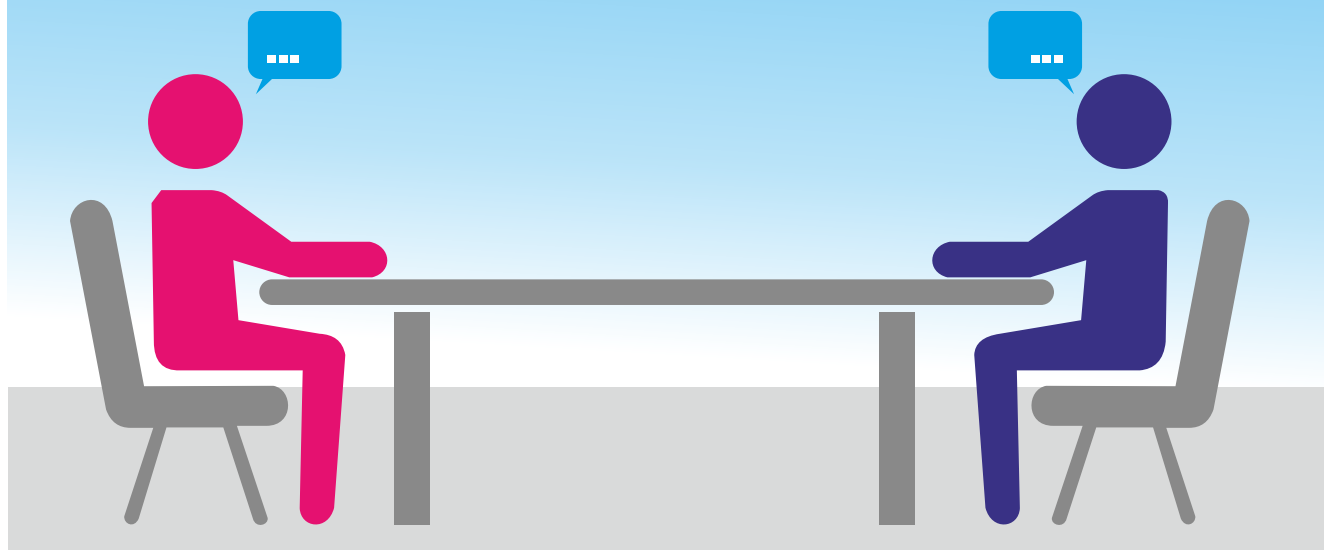
reliance on technology has replaced their visits to the Bank branches and waiting in queues for completing their transactions. Instant completion of transactions, fully safe and secure, and operating at any time and from anywhere has become the basic requirements of all customers. The Bank continues to be in the forefront in offering the best technology based solutions to its customers.



The Bank strives to promote efficient use of technology enabled banking facilities among its customers. Through this customer friendly approach, the Bank could

successfully migrate 83% of transactions to Digital channels.

Artificial Intelligence (AI) based CHAT BOT



The Bank has introduced one more Artificial Intelligence based utility "Ask Lakshmi" a Chat BOT on its website www.cityunionbank.com. 'Ask Lakshmi' is a 24x7 facility

available to answer all questions of customers about products and services offered by the Bank.

CUB Lakshmi - Launch of ROBOT led customer response service (AI)

In a pioneering venture amongst all Banks in India, the Bank has introduced CUB-Lakshmi, the ROBOT in T-Nagar Branch, Chennai using Artificial Intelligence, the ROBOT is tuned to greet customers, answer customer enquiries and can be used as teller. The ROBOT is capable of multitasking and can answer generic Banking related questions of customers. The ROBOT is integrated with Core Banking Solution to answer the Balance enquiry of customers.



Going forward, it will be used to receive cash and execute other functionalities. It can keep the customer engaged with its other maneuvers too offering unique experience. At present the ROBOT answers customer queries in English. Soon it will be tuned to answer in Tamil and other Regional languages also. The Bank propose to introduce 10 more ROBOTs at our various branches during FY.2018.

Launch of new look website of the Bank

With a view to improve the way information is shared with existing and prospective customers, the Bank launched a new corporate website **www.cityunionbank.com**. This new website has been designed to enable the user navigate the site

easily and effortlessly. The website also sports a new look and feel, connecting with various customer segments.



Usage of Open Source Applications

The Bank always ventures into the use of Open Source computer environments to establish complete control over its Information Technology infrastructure. The Open Source Operating System and software can be rapidly fine tuned to requirements. It also significantly reduces the cost and improves operational efficacy.

In order to increase the usage of open source

operating systems and to have secure environment, the Bank has been deploying Linux Operating Systems in the PCs at our branches, in addition to Data Centre / Disaster Recovery Site applications. The Banking applications are also fine tuned to work on Linux Operating System. Efforts are taken on a regular basis to ensure ease of use.