



GREATER BANK

The Greater Bombay Co-operative Bank Limited (Scheduled Bank)

GREATER BANK TODAY

NEWS BULLETIN

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Dear Shareholders

On behalf of the Board of Directors, it gives me a great pleasure to place before you the highlights of your Bank's performance, achievements and various initiatives taken across different verticals by your Bank during the financial year 2017-18. Given the unique and evolving circumstances I am grateful to our valued customers and shareholders who have continued to repose their trust in us.

In the F.Y 2017-18, The Indian Banking Industry has faced challenges like slowdown in fresh advances, marked increase in bad loans, escalating operational costs etc. Like all other leading Banks, maintenance of asset quality was the topmost priority of your Bank also, for which cautious growth approach was adopted during F.Y. 2017-18.

As a part of this, your Bank took earnest efforts to rebalance its asset portfolio from Corporate Funding to Retail Business during F.Y. 2017-18. Growth and

profitability along with asset quality were being given utmost importance in the F.Y.2017-18. More focus was given to increase Retail Advances and selective approach was adopted for Corporate Funding during last financial year. As a result retail advances grew by nearly 90% as compared to F.Y. 2016-17 and stood at Rs.617.03 crores at the end of F.Y. 2017-18.

It gives me a pleasure to inform you that, despite of all these challenges, Your Bank has established itself as a Strong Player in today's competitive Banking scenario by undertaking different initiatives in different verticals in F.Y. 2017-18. I would like to give an over-view of some of the initiatives undertaken by your Bank during the last financial Year.

Many Banks and NBFCs are offering Home Loans at floating interest rates as low as 8.35% p.a. Hence to align with these market conditions and to remain competitive, your Bank proactively changed Housing Loan Interest rate model from "Fixed" to "Floating" and also introduced different floating Interest rates for different loan amount slabs. As a result "Housing Loan portfolio of your Bank has recorded a growth of 134% in the F.Y. 2017-18 over last F.Y.2016-17

Over the years your Bank was confined to newspapers/ Magazine advertisements/ Bill boards or bus shelters for advertising the banks products and services. As the digital landscape started growing, Banks have started realizing that digital and social media marketing have become a necessity for effectively reaching targeted clientele base. Digital marketing being very cost effective, your Bank also launched various Digital Marketing Campaigns on Social Media Platforms such as Facebook, Instagram, "Websites & Mobile Apps" of Leading E-newspapers etc.

Bank Fixed Deposits being considered as great investment option with guaranteed interest income, your Bank reviewed interest rates on Term Deposits offered by various competitor Banks and to align with current market scenario your Bank also offered special FD Interest rates of 7.75% p.a. for general public and 8.00% p.a. for senior citizens respectively for "15 months period", for the month of March 2018. An overall good response was received from existing Fixed Deposit holders as well as New Fixed Deposit holders. This initiative has helped your Bank not only to retain its existing clientele but also to mobilize New Banking relationships by the end of F.Y. 2017-18.

Most of the peer Banks are now focusing on introducing "Bharat Bill Payment System (BBPS)" for its customers. It is an integrated bill payment system which offers inter-operable and accessible Utility Bill payment service to the customers and is very easy to operate. As a part of one of the technology initiatives and with an aim to lead our valued customers towards digital banking, your Bank has also introduced "BBPS facility" for all its valued customers with effect from April 2018. It will facilitate account holders of your Bank to pay all their utility bills through this digital banking platform, real time.

With several policy initiatives on the anvil, The Indian Economy is on the brink of a major transformation in Current F.Y. Government of India is pushing towards digitalization for enhanced efficiency and effectiveness, Banking sector has to lay more emphasis on providing improved services to their clients by upgrading their technology infrastructure. Advancements in technology will bring the mobile and internet banking services to the fore and will help the banking Industry in this digital journey.

As we continue in our efforts to meet customer aspirations, I wish to sincerely thank all the Members and Shareholders again for your continued confidence in your Bank. I am confident that with continued efforts, your Bank would march ahead in the new Financial Year towards its pinnacle of excellence.

With warm regards,

Narendrakumar A. Baldota

Chairman's Message



1. CIBIL : Credit Information Bureau of India Limited



Credit Information Companies are the Independent Institutions that collect financial data regarding loans, credit cards etc., about individuals and non-individual borrowers and shares it amongst its members. These Companies are licensed by Reserve Bank of India and are governed by the Credit Information Companies Regulation Act, 2005. CIBIL, EQUIFAX, EXPERIAN and CRIF are some examples of these institutions in India. Out of these, the credit reports and scores issued by "CIBIL" are widely considered as a base, when it comes to the approval of loan and/ or credit cards in favour of an individual. CIBIL has a vintage of 18 long years with 900 strong member base comprising of public and private sector Banks, non-Banking financial institutions and housing finance companies. CIBIL collects commercial (non-individual) and consumer (individual) related data from Bank, NBFC, Credit Card Company and forms a credit report & a credit score. Any individual can purchase a copy of his CIBIL report at a cost of Rs.550 and have to access it within 3 days. The credit score and credit report plays an important role as it helps Banks / F.I. to decide the creditworthiness of an individual before granting a loan or credit card in his / her favour.

2. Introduction to BBPS : Bharat Bill Payment System for GBCB Customers

The "Bharat Bill Payment Systems" (BBPS) is a RBI mandated system which acts as a "One-Stop Payment Solution" for all bills across India "Anytime Anywhere". BBPS is an integrated bill payment system which offers inter-operable and accessible Utility bill payment service to the customers and is very easy to operate. Therefore most of the peer Banks are now focusing on introducing "Bharat Bill Payment System (BBPS)" for its customers. Greater Bank has also introduced "BBPS facility" for all its valued customers with effect from April 2018, which will facilitate GBCB account holders to pay all their utility bills through this digital banking platform, real time. This will enable us to lead our valued customers towards digital banking.



3. E-Commerce Facility for GBCB Customers

E-commerce is the activity of buying or selling of products and services online or over internet. E-commerce allows customers to overcome geographical barriers and to purchase products / services anytime and from anywhere. It brings convenience for customers as they do not have to leave their home/office and can shop online by browsing the various websites. It helps the customers to buy wider range of products by comparing prices of different products available online & it also saves customer's time. E-Commerce Facility is also available for GBCB Debit Card holders which will facilitate our customers / debit card holders to do online purchases anywhere, anytime.



4. Accidental Insurance Programme 2018-19 on RuPay Cards

RuPay is an Indian Domestic Card Scheme launched by "National Payments Corporation of India (NPCI)". RuPay facilitates electronic payment at all Indian Banks and Financial Institutions. RuPay cards are accepted at almost all ATMs across India. As a value added services, NPCI had introduced insurance cover of Rs.1.00 Lakh for Non-premium cards & Rs.2.00 Lakh for Premium Cards for either accidental death or permanent total disability to eligible RuPay Card Holders. Benefits of Insurance will be available to those Cardholders who have performed minimum 1 successful transaction on their Card, within 45 days prior to date of accident including accident date for "Premium Card holders" and within 90 days for "Non-Premium Cardholders".



❖ GBCB Talent :

Bank always recognizes and appreciates cultural & various other talents amongst its staff, their children & their family members. Bank also encourages its staff to pursue their hobbies.

Mr. Bhavesh Dattaram Londhe, staff of our Corporate office, Churchgate is pursuing his hobby of "Writing Poems, Articles etc" alongwith his daily work schedule. As an acknowledgement for his efforts to maintain balance in his work life and pursuing his hobby, we are pleased to publish one of his poems, which he has written on the occasion of "International Women's Day", which is celebrated on 8th March every year. This poem is a reflection of "Abilities, Strengths and Qualities of Women"



जागतिक महिला दिनानिमित्त...



सृष्टीतील सौंदर्य तू
मानवतेची उगम तू
प्रेमाचे आभाळ तू
नात्यातील संगम तू
भावनेची निळाई तू
मायाममतेची ओढ तू
एवढ्या जगात फक्त
सगळ्यात गोड तू



कृष्णाची राधा तू
रामाची सीता तू
पुरुषांच्या युद्धातील
खरी यशोगाथा तू
अपेक्षांचे पर्वत तू
जबाबदारीचे भान तू
कधी जगदंबा तर
कधी रणमैदान तू

काळजाचा पदर तू
राईएवढी नाजूक तू
पवित्र अशी अग्नी तू
स्वर्गाहून श्रेष्ठ सुख तू

कवी - भावेश द. लोंढे (भावी)

❖ GBCB Health Corner

In today's stressful hectic lifestyle, it is very important to follow a Balanced Diet regularly to live a long healthy life. Balanced Diet helps in improving and maintaining one's overall health. Balanced Diet also provides the body with essential nutrition, fluid, micronutrients, and adequate calories. It also lowers the risk of diseases such as obesity, heart disease, type 2 diabetes, hypertension and cancer etc.

Here are some useful Tips for maintaining a daily Balanced Diet:

- Don't skip meals to lose weight, eat small ones throughout the day.
- Don't deprive yourself when you are feeling hungry and snack-on healthy things
- Try and eat fresh food as much as possible
- There is no need to juice all the vegetables and fruits & it is advisable to eat the fruits as it is.
- Don't cut out on carbohydrates completely from your diet. The important sources of carbohydrates are wheat, rice, potatoes, sugarcane, fruits, bread, milk etc.,
- Regular Yoga is always a good thing as this low-intensity workout compliments the standard workout program to help one to lose weight
- Drink a lot of water, around 2 to 3 litres every day. Water flushes out all the impurities from your body, thus keeping your skin glowing and healthy
- Lastly more than your efforts to lose weight, you must think positive and ahead of time. Before even starting out, you should look yourself at the mirror and should feel confident.



Thus Diet Plan is not just to spread the calories evenly through the day, but also to make each meal nutritious. It emphasizes on eating and exercising. Both these factors are co-related and they are to be followed religiously to lose weight and to maintain a fit and healthy body.

❖ Marketing Activities by Branches

1. Marketing Activity by Dombivali Branch at MIDC, Dombivali East on 29th May 2018 to increase visibility of our Bank & to promote various Loan products of our Bank.



2. Umbrella Activity by Dadar Branch at Lalbaug Area on 25th May 2018 to increase visibility of our Bank & to promote various Loan products of our Bank.



3. Thane Branch distributed around 700 leaflets to hawkers all over Thane area.



4. Marketing Activity by Bhuleshwar Branch at Bhuleshwar Market for sourcing new current accounts as well as for marketing of all our Loan products



CYBER-CRIME in Banking : Threats V/s Precautions

Banks are amongst the biggest beneficiaries of the IT revolution and have largely adopted Information Technology solutions for rendering services to their customers. Some technology wonders like NEFT, RTGS, ECS and Mobile banking transactions, Online Banking have gained popularity on account of its ease of operations, cost reduction and time saving. The credit/debit card users are increasing everyday and new technologies like Digital Wallets are slowly gaining popularity amongst the customers.



The customers are now preferring online services provided by Banks such as "view account balance, payment of utility bills, fund transfers, setting up of recurring bill payments, order of cheque book, statement request, e-transactions, e-commerce etc., as these services come with greater convenience, effective cost saving and flexibility of online transactions. This facilitates the customer with the complete access of his own Bank accounts, managing and monitoring his own accounts as per his requirements.

However with the expansion of computer and internet technologies, "Cyber Crimes" have gradually evolved in the Banking Sector. Cyber crime can be simply stated as crimes that involves the use of computer and internet as a medium, source, instrument, target, or place of a crime. And as the market place for electronic payments becomes bigger there is a larger risk of cyber-crime on ecommerce sites, internet banking, mobile wallets, payment gateway etc.,

So, here are some important things to be remembered, which will enable you to protect your accounts/ cards from getting affected by such cyber-crimes:

1. Don't share your card data or password / PIN with any one
2. Change your password / PIN at regular intervals
3. Do not let your debit or credit card out of sight while making payments
4. Don't share your account number with anyone over phone
5. Sign your new cards as soon as received at your end

Although cyber-security attacks will continue to be a significant threat in the present internet & digital Banking scenario, it's the need of the hour for the Banks to empower their customers by providing relevant and updated information as how to be more careful and alert and not to disclose or share their personal information such as Card Number, Card Expiry Date, CVV No, Card PIN No etc., for better security and effective prevention of cyber crimes affecting their accounts.



Your Bank, with a broad purpose of driving its valued customers towards using the latest internet and digital banking platforms for their day-to-day banking needs and making them technically well equipped, is sending informative SMS to all the customers at regular intervals as how to use these digital / internet banking platforms by ensuring utmost security against cyber security attacks happening to their accounts.

GB Reader's Corner:

❖ Women Empowerment : Role of Banking Sector

Women Empowerment has been a vital issue for a growing economy like India. Despite numerous government schemes and policy decision, women in India still remain deprived of equal opportunities in terms of education, employment & skill developments. Many Social scientists have derived that economic independence ensures that women get equal opportunities in the society and thereby get benefited from their other rights. This enables overall economical and social empowerment of women.

Banks are one of the primary pillars of Indian economy and play a pivotal role as far as women empowerment is concerned and it's been first and foremost support structure for women as far as their financial needs are concerned. Banks have always played an important role in enhancing financial inclusion of women in the Indian economy by announcing / granting women centric loan schemes at concessional interest rates and relaxed loan norms. The access to financial services (bank accounts, loans, etc.) enhances the bargaining power of women as they are equipped with the tools that help them to earn their living. Women are more likely to save, allocate, and invest money in order to be protected against unexpected expenses and for the education of their children; giving them an opportunity for a better livelihood.

We believe that empowering women to be economically independent and self-reliant is vital for India's economical growth and with a view to be a part of this economic growth of our Nation, two years back your Bank also introduced "Loan for Self Help Groups" at concessional interest rates and relaxed loan norms. Under this product, we provide loan to these group of women and help them in starting or expanding their own businesses. Thus your Bank aims at promoting entrepreneurship skills amongst women and to help them earn sustainable livelihoods. So far we have provided loans to almost 1,400 Self Help Groups across Mumbai, Navi Mumbai & Thane area.

Thus education, awareness, experience, exposure, competence, willingness, confidence, self-motivation, encouragement and co-operation from the family, society and government shall contribute in the overall empowerment of women in India.

The dream of empowering women can only come true only when each and every section of the society will adopt an integrated approach towards the upliftment of women, which will bring about gender equality and distributive justice in the society.



GREATER BANK

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Keep your face to the sunshine and you cannot see a shadow - Helen Keller