



# We are upgrading our Core Banking System

We are excited to announce that we are upgrading to a new core banking system on **28<sup>th</sup> July 2019**. We have decided to upgrade our core banking system with the aim of providing you with more efficient and better services and to improve your banking experience with us.

There will be some changes heading your way, and we want you to be ready for them. Below are some helpful FAQs we hope will help prepare you for this process.

## Frequently Asked Questions

### Q. When will this upgrade happen?

We have scheduled the new core banking system to go-live on 28<sup>th</sup> July 2019.

### Q. What are the major changes due to this upgrade?

The upgrade is going to provide better banking service and security while making us more efficient to focus on serving you best. The transition will not affect how you bank with us, however there are few changes you need to know.

- **New Account Number:**

Your account held with us will be allocated with a **new account number**.

**This does not mean that your existing account number will cease to be in use for your normal banking arrangements. You will be able to access or conduct your regular banking with your old account number as well.**

- **Bank Statements:**

As an account holder, you will expect to see a change in your account statement as the new account number will appear on the statement and the bank statement will be in a new format.

- **Cheque Book:**

Your new account number will also appear on the new cheque books issued by us after the upgrade.

**However, you will still be able to use your old cheque book with the old account number. You don't have to order a new cheque book right away.**

- **Internet Banking:**

We are bringing new and exciting features to our internet banking service. The new and improved Internet Banking is safer and more secure than our current service. It will also offer a variety of new tools that we weren't able to offer before, like Fund Transfers.

### Q. How will I know about my new account number?

We will communicate your new account number separately through letters and emails. Alternatively, you can also visit your nearest branch to know your new account number.

### Q. Will my existing ATM/Debit card continue to work?

Yes, your existing ATM/debit card will remain functional as before.

### Q. Is my information still secure?

Yes, your information held with us is safe and secure with no change.

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We are looking forward to the new changes and we hope you are too. As always, if you have any further questions, please do not hesitate to call our 24/7 phone banking service at **16515|8191751-8** or stop by at your nearest branch in your convenience.