

मुंबई जिल्हा मध्यवर्ती सहकारी बँक मर्यादित.

"मुंबई बँक भवन", २०७, डॉ.डी.एन.रोड,

फोर्ट, मुंबई ४०० ००१

// जाहीर निवेदन //

बँकेचे सर्व सभासद , ठेवीदार, कर्जदार व हितचिंतक यांना,
स.न.वि.वि.

बँकेने ग्राहकांच्या सोयीस्तव सन२००७ पासून सीबीएस प्रणाली अवलंबली आहे. सदर प्रणालीमध्ये ब-याच त्रुटी होत्या. अनेक शाखांमध्ये वारंवार खंडीत कनेक्टिव्हिटीमुळे शाखांच्या पर्यायाने बँकेच्या आर्थिक व्यवहारावर परिणाम होत होता. त्यामुळे ग्राहकांमध्ये नाराजी निर्माण झाली होती. त्याशिवाय बँकेच्या व्यवहाराशी निगडित अनेक रिपोर्टसही मिळत नव्हते. बँकेने सध्याच्या प्रणालीमधील शाखास्तरावरील असलेल्या सर्व अडचणीचे निराकरण करून नविन सॉफ्टवेअर विकसित केलेले आहे. सध्याच्या सीबीएसचा संपूर्ण डेटा नविन कोअर बँकिंग प्रणालीमध्ये (CBS) शनिवार, दि.२२/०९/२०२२ ते रविवार दि.२३/०९/२०२२ या सुट्टीचे कालावधीमध्ये स्थलांतरित (Migration) करणेत येणार आहे.

सिस्टीम अपग्रेडमुळे होणारा ग्राहकांच्या दृष्टीने एक मोठा बदल म्हणजे ग्राहकांचे जुने खाते क्रमांक १४ अंकी ऐवजी १५ अंकी मध्ये बदलण्यात येत आहे. तसेच, ग्राहकांना देण्यात येणारे बँक स्टेटमेंट नवीन स्वरूपात असेल.

दि.२१/०९/२०२२ रोजी रात्री १२.०० वाजल्या पासून ते दि.२४/०९/२०२२ अखेर सकाळी १०.०० वाजेपर्यंत रुपये व रुपये कार्डमार्फत पुरविल्या जाणा-या एटीएम, पॉस व E-Com तसेच, दैनंदिन ठेव योजना, Clearing RTGS/NEFT या सुविधा बंद राहणार आहे.

सोमवार दिनांक २४/०९/२०२२ रोजी बँकेची नविन सीबीएस प्रणाली कार्यान्वित होणार आहे. दि.१७/९/२०२२ ते दि.२१/०९/२०२२ रोजी शाखेमध्ये सेविंगज ठेव व दैनंदिन ठेव योजना, कर्ज खाते नवीन उघडणे तसेच चेकबुक विनंती, ठेव खाते इ. सेवा बंद राहणार आहेत. तसेच दि.२४/०९/२०२२ ते २५/०९/२०२२ रोजी शाखेमध्ये पासबुक प्रिंटींग खाते उतारा सेवा बंद राहणार आहेत. नविन सीबीएस प्रणाली सुरु करत असताना काही तांत्रिक कारणास्तव इतर शाखा कामकाजात व्यत्यय आलेस बँकेस सहकार्य करावे हि विनंती. तसेच नविन सीबीएस प्रणाली कार्यान्वित झालेनंतर ग्राहकांना चांगली सुविधा मिळेल याची आम्हास खात्री आहे Migration कालावधीमध्ये होणारे तसदीबद्दल क्षमस्व.

कार्यकारी संचालक

MUMBAI DISTRICT CENTRAL CO-OPERATIVE BANK LIMITED

"MUMBAI BANK BHAVAN"

207, DR. D. N. ROAD, FORT

MUMBAI- 400001.

Dear Customer,

RE: Upgrade and Integration of the Core Banking System

We would like to take this opportunity to thank you for banking with Mumbai Bank as your custom is extremely important to us. This letter contains important information relating to our forthcoming banking system upgrade and details on certain changes impacting the services we offer to you. You are therefore recommended to read through this letter carefully.

Our banking system upgrade

We have put great efforts in developing our banking IT system with the aim of providing you with a more efficient and better service and are pleased to inform you that we are in the process of upgrading and integrating our banking IT system in order to improve your banking experience with us. We have scheduled the new banking IT system to go-live on **24th January 2022**.

Transitional suspension times

Whilst our preference is to achieve the transition without causing any disruption to your usual banking arrangements, we are writing to inform you that, during the conversion period **from 12.00 Midnight Friday 21st January 2022 to 10.00am Monday 24th January 2022**, all of our banking services including RTGS, Ruapy ATM, Ecom, POS will be **suspended for approximately 71 hours from 12.00 Midnight Friday on 21st January 2022** for the purpose of implementing the IT system upgrade.

New Account number

One of the major changes caused by the system upgrade is that your account or accounts held with us will be allocated with a **NEW** account number/numbers. This does not mean that your existing account number will cease to be in use for your normal banking arrangements immediately. Your New Account Number will be 15 Digit instead of 14 Digit (e.g. Old Account Number **00161001004962** New Account Number will be **016100100004962**)

Kindly note that your new account number will be generated by the new banking IT system; therefore, we will only be able to provide you with the new account number after 24th January 2022 when the new system goes live.

Please read the following important information regarding other impacts caused by the core banking system upgrade that might affect your normal banking arrangements with us. To avoid any inconvenience, there are some actions that you should take prior to **21st January 2022**.

Important Information

It is very important for you to read the following information carefully and have a good understanding of the things that you need to know due to our banking system upgrade.

Bank statements

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

Counter Services:

Kindly note that over-the-counter services (including funds transfer and remittance services) will be unavailable during the conversation period **from 12.00 Midnight 21st January 2022 to 10 am 24th January 2022.**

ATM ,POS, Ecom and Daily Deposit Services:

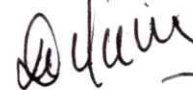
Our ATM,POS and Ecom Services will be unavailable during the conversation period from **12.00 Midnight 21st January 2022 to 10 am 24th January 2022.**

Loans, Deposit and Other Services:

Kindly note that over-the-counter services New Account Opening of all Deposit,Renewal and auto renewal and Loans,Cheque Book Request , will be unavailable during the conversation period **17th January 2022 to 21st January 2022(both days inclusive).** From **24th Jan 2022 to 25th Jan 2022** Passbook Printing,Account Extract will be unavailable.

We apologize for any inconvenience that might be caused and thank you for your patience and understanding which will assist in making our IT upgrade and integration process as smooth as possible.

Yours/sincerely,



Managing Director

Mumbai District Central Co-op Bank Ltd ,Mumbai



IMPORTANT

Please do not disclose any of your personal or account related information (OTP / CVV / PIN / Account Number / Aadhaar number etc.) to anyone. Bank officials never call you for these details. Stay cautious and alert from fraudulent activities / calls.