

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 **25th April 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 22nd April 2022 to 11.00 am Monday 25th April 2022**, all of our banking services including RTGS, Rupay, ATM, Ecom, POS will be **suspended for approximately 71 hours from 12.00 Midnight Friday on 22nd April 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 25th 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 **22nd April 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 22nd April 2022 to 11 am 25th April 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 22nd April 2022 to 11 am 25th April 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 **18th April 2022 to 22nd April 2022 (both days inclusive)**. From **25th April 2022 to 26th April 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.