

01/04/2025

Dear Valued Customer,

Greetings from MUFG Bank Ltd.

Important update: ISO20022 migration – System maintenance and changes- Final Notification.

We would like to take this opportunity to thank you for banking with MUFG Bank Ltd. as your relationship is extremely important to us.

We refer to our earlier letter dated 13th February 2025 informing you regarding our forthcoming banking system maintenance to incorporate the latest ISO20022 guidelines for swift messages and details in regard to certain changes impacting the services we offer to you. This is to inform you that we have completed the internal checks and regulatory approvals for proceeding with the ISO20022 migration tasks .

You are therefore requested to read through this letter carefully.

SYSTEM MAINTENANCE

We have always taken progressive efforts in enhancing your experience with us all through these years and are pleased to inform you that we are in the process of upgrading our banking IT system with an aim to provide top of the line services to our esteemed customers.

We would like you to note that the system maintenance is planned with effect from 12th April 2025 to 13th April 2025.

Note- 12th and 13th April 2025 the GCMS Plus will be marked as holiday

TRANSITIONAL SUSPENSION TIMINGS

Whilst our preference is to achieve the core banking transition without causing any disruption to your usual banking arrangements, we would like to further inform you vide this letter that, during the conversion period from 07:00 Saturday 12th April 2025 to 11:00 Sunday 13th April 2025, all of our banking services including any over-the-counter and internet banking GCMS

services will be suspended for approximately 28 hours for the purpose of implementing the system maintenance.

We would like to assure you that after the conversion period, we will be able to provide our normal banking services as usual. You might experience some delays in processing as we grow accustomed to our new banking system.

However, please be assured that we have taken and will continue to take steps to make sure the transition will be fully completed with minimum disruption to your banking arrangements.

IMPORTANT CHANGES

It is very important for you to read the following information carefully and have a good understanding of the things that would have an impact during/post core banking upgrade.

We hereby share the broad impact areas. and we would soon be publishing detailed FAQs covering all aspects in relation to this change on our website and sharing the FAQs link with you.

CHANGES POST SYSTEM MAINTENANCE

- **2D Barcode form for Foreign Remittances:**

There will be a change in the PDF Application form for foreign remittance to align with the new MX format. Major changes in the new form will be structured address and character limit set as per new MX standards. Format of new 2D barcode is enclosed.

- **EIDPMS Excel Sheet for Import Payments:**

Customers need to fill all the mandatory details as per revised excel sheet which will be shared during May 2025. Major changes in the new form will be structured address and character limit set as per new MX standards. Vendor address field is extended to 35 to 140 characters, town field should be included, country field should be included. Debtor and creditor characters are increasing to 140 characters.

- **GCMS Plus:**

Please note the changes that have been already communicated to you during September 2024 regarding the changes in GCMS screens and options. Please contact your Relationship Manager for any queries. Attached reference document enclosed with this notification.

- **Advice Copy:**

Debit / Credit advice and SWIFT message copy received through email will be changed to new MX format for foreign remittances.

- **SWIFT Statement (MT940/942):**

In addition to MT940/942, new ISO20022 compliant format (Camt052/053) will be available.

TRANSACTION RESTRICTIONS DURING SYSTEM TRANSITION

- **RTGS/NEFT:** Outward and Inward RTGS/NEFT services would not be operational throughout the system transition downtime between 07:00 Saturday 12th April to 11:00 Sunday 13th April 2025. GCMS would be marked as Holiday on 12th April 2025. Customers are requested to plan their payments accordingly on or before 11 April 2025.
- **Future Value Transactions:** Future Value transactions till Friday, 11 April 2025 would be processed as usual. Any future value transactions to be processed post this period will have to be registered post System Maintenance on Sunday 13th April 2025.
- **NACH:** NACH Debits/Credits would not be processed throughout the system transition downtime between 07:00 Saturday 12th April to 11:00 Sunday 13th April 2025. Any NACH transactions received during this period will be processed post System Maintenance on Sunday 13th April 2025.

We would like to lastly assure you that our team is working diligently to ensure a smooth transition with minimal disruption.

We hereby apologize for any inconvenience that might be caused during this transition and thank you for your patience and understanding which will assist in making our system maintenance as smooth as possible.

In case of any clarification, please feel free to contact your Relationship Manager or your nearest branch.

Thank you for understanding and continued trust in MUFG Bank, Ltd.

Yours sincerely,

MUFG Bank Ltd .