

01/08/2021

Dear Valued Customer,

Greetings from MUFG Bank, Ltd.

Sub: Core Banking System Upgrade

We would like to take this opportunity to thank you for banking with MUFG Bank, Ltd. This letter contains important information regarding 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.

SYSTEM UPGRADE

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 systems with an aim to provide top of the line services to our esteemed customers. Our system upgrade is planned with effect from 1st November, 2021 subject to successful completion of internal quality checks and regulator's consent.

TRANSITIONAL SUSPENSION TIMINGS

Whilst our preference is to achieve the core banking transition without causing any disruption to your usual banking arrangements, we are writing to inform you that, during the conversion period tentatively planned from 00:00 hours Saturday 30th October 2021 to 23:30 hours Sunday 31st October 2021, all of our banking services including any over-the-counter and internet banking services will be suspended during the system downtime for the purpose of implementing system upgrade.

After the conversion period, we will be able to provide our normal banking services as usual. You might, however, experience some delays in processing as we grow accustomed to our new banking system. 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.

CHANGES POST SYSTEM UPGRADE

- **CIF Number:** CIF Number would be unchanged for most customers. CIFs for customers having multiple relationships with the bank would be merged together into one. Where there is a need for a complete change in CIF numbers as per new system requirements, we will notify those specific Customers of their new CIF number in due course.
- **Current Account Number:** One of the major changes caused by our system upgrade is that the length of your account number will change from 6 digit to 8 digit with zeroes prefixed to your existing account numbers. For Illustration: Your existing bank account number 123456 will be changed to 00123456 in the new system.
**Some account numbers may have to be changed completely in order to comply with the new system requirements. Such changed account numbers would be notified separately.*
- **Savings Account Interest Cycle:** Post our system upgrade, savings account interest would be paid on the last day of quarter ending March, June, September & December unlike the current practice of savings interest payout in the months of February, May, August & November. Interest from September 2021 will be paid out alongwith the new cycle in December 2021.
- **Fixed Deposit Account Number:** The length of your Fixed Deposit will change from 6 characters to 8 characters with zeroes prefixed to your existing account numbers.
- **Virtual Account Number:** For Virtual accounts newly created on or after 1st Nov the length of your virtual account number will change from 16 - 18 characters to 18 - 20 characters to align with new account numbers. All other information other than real account number (first eight numbers) would remain unchanged in your new virtual account numbers.

- **Customer statements and advices:** As part of our digitization initiative, Customer statements and advices would be discontinued in physical form unless specifically subscribed for with your relationship managers.
 - All customers are requested to register their email ids at the earliest for smooth transition from paper based to electronic modes of communication post system upgrade. Customers may register a maximum of 15 email ids per CIF for advices and e-statements. The format of statements and advices would undergo a vibrant change and customers would start receiving notifications for all products and services from our new core banking system. # following characters are not allowed for email addresses.

“\”, “/”, “:”, “*”, “?”, “ ”, “< >”, “|”, “~”

- Customers who select email delivery of customer statements and advices with zip password are recommended to use third-party archive tool like 7-Zip, WinRar, WinZip, or PeaZip to open files. All statements and advices are protected by the AES-256 encryption method which Windows 10 (and earlier systems) standard tool supports does not support. #Windows 10 standard tool supports AES-128 encryption method which has higher security risks than AES-256 and protection by AES-256 is necessary.

TRANSACTION RESTRICTIONS DURING SYSTEM TRANSITION

- **Branch Services** : Owing to system upgrade, all branch services like cash deposits and withdrawal, issuance of demand draft/pay order, cheque deposits, account opening/ maintenance & account transfers would not be operational on 30th October 2021 which is a working Saturday.
- **RTGS/NEFT:** Outward and Inward RTGS/NEFT services would not be operational throughout the system transition downtime tentatively planned between 00:00 hours Saturday 30th October 2021 to 23:30 hours Sunday 31st October 2021. Customers are requested to plan their payments accordingly.
- **Future Value Transactions:** Future Value transactions with value date up to 29th October 2021 would be processed as usual. Any future value transactions to be

processed with value date later than 1st November 2021 will have to be registered post system upgrade on 1st November 2021.

We 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 upgrade as smooth as possible. In case of any clarification, please feel free to contact your Relationship Manager or your nearest branch.

Yours sincerely,

MUFG Bank, Ltd