

Notice: System Upgrade on 10 April 2023

Please note that our system will undergo an upgrade on 10 April 2023. As a result, **all our banking services will not be available during the period from 6 April 2023, 5.00pm to 10 April 2023, 6.00am**. We understand that this may cause some inconvenience and we apologise for any disruption of your business.

This notification will provide precise information on the arrangement related to the upgrade and hence we request you to read through this notice carefully.

Please be reminded that all existing terms and conditions executed by you remain the same and your existing account number will be retained.

Banking Service suspension period

- i. Our upgrade is scheduled to start from 6 April at 5.00pm and finishing on 10 April by 6.00am (i.e. over a bank holiday and weekend) to minimise the disruption to your banking arrangements.
- ii. During the period of upgrade, there will be suspension of all banking services.

Online Banking service impact

- i. Payment instructions cannot be submitted during this upgrade period.
- ii. Future Value dated transactions created on or before 6 April with value date post 6 April will be cancelled and will not be processed. Our Customer Service will notify you separately in case of any cancellation carried out.

Please make alternative arrangements during this period.

Statement and Advices

- i. You will receive one statement from our current system on 10 April 2023 containing all the transactions from last statement date till 6 April 2023.
The next statement from our new upgraded system will contain the transactions from 10 April 2023 onwards.
- ii. The password protected account statements and advices generated from our new system will be shared with you by email similar to the current process. However, there will be new password to access them which will be communicated separately.

Once the upgrade is completed, you will enjoy an improved features that will benefit you and your business.

We appreciate your patience and understanding during this time. If you have any questions or concerns, please do not hesitate to contact our Customer Service desk:

Email Address: list.in-pcm@socgen.com

Level 1: Akash Sharma (+91 022-66309508 / akash.a.sharma@socgen.com)

Level 2: Sheeja Suresh (+91 022-66309648 / sheeja.suresh@socgen.com)

To ensure there is no impact on your daily requirements during our system upgrade, we request you to make alternative arrangements for all banking needs.