



**PLEASE BEAR WITH US....
WE ARE CHANGING FOR THE BETTER
CHANGE OF CBS TO FINACLE!**

Dear Customer,

To enable us to serve you better, Bank is migrating to Finacle CBS. Core Banking Software (CBS) is the heart of banking, with every banking activity performed on this software system. Finacle is a flagship product of technology Leader INFOSYS. Finacle is in use by TOP Public & Private Sector Banks and is the choice of 183 Banks across 84 countries.

All Kalupur Bank Branches will go-live simultaneously on Finacle CBS in mid-September. Bank is making efforts to ensure that customers are least inconvenienced due to this change but based on experience of past CBS implementations at various banks, it is likely that despite bank's best efforts problems may arise. We request your support during this transition period.

LIKELY INCONVENIENCES

1. Bank may service customers at lower speed of operations – e.g. Cash withdrawal, Fixed deposit issuance/renewals, passbook printing, etc. may take more time than earlier.
2. Delays or unavailability of outward/inward clearing, RTGS, NEFT, ECS, NACH services.
3. Periodic disruption in ATM, POS, E-Commerce services.
4. Unavailability of Mobile Banking Services for extended periods.
5. SMS services & statement services may see interruptions.

**HOWEVER ALL OF THE SERVICES WILL GET NORMALIZED
WITHIN A FEW DAYS OF FINACLE GO-LIVE.**