

Notice: Planned System Upgrade Preparations

Dear Valued Customers,

Following the announcement of the planned system upgrade published in the Sunday Mail of **17 January 2021** and on the Bank's official social media platforms, we would like to provide further information relating to the preparatory phase of the system upgrade.

With effect from **Tuesday 26th January 2021** until **Monday 1st February 2021** Steward Bank branches will not be offering the following services: This is to facilitate the migration of customer records from the old system to the new core banking system.

- **Dura (FCA) Account Opening on *236#**
- **New account opening**
- **Account closures**
- **Customer and account details amendments**
- **Card issuance for current accounts**
- **New loans and loan limit upgrades or payoffs**
- **New Visa debit card applications**

The Bank will however be accepting the above requests but these will only be processed from Tuesday, 2nd February once the system upgrade is complete.

All other banking services and transacting platforms will remain available during this period.

On Saturday 30th January, all Steward Bank branches will not be carrying out any transactions within the banking halls. Although customers will not be able to carry out cash related transactions, the following digital banking platforms will remain available for service:

- ***210# Kambudzi Banking**
- **Square Banking,**
- **VISA Mobile App**
- **Banking Services**
- **Internet Banking**

Once the system upgrade has been completed customers can look forward to:

- ✔ **Seamless transactions on all banking platforms**
- ✔ **Improved service on all platforms**
- ✔ **Faster processing times of transactions**

We thank you for your patience and support as we embark on this exercise to make sure that we continue to offer you the best service. We sincerely apologise in advance for any inconvenience caused.