

Ref. No.CO:CS:RC:2020-21:160

January 19, 2021

BSE Limited,  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Fort,  
Mumbai - 400 023.

National Stock Exchange of India Limited,  
Exchange Plaza, Bandra Kurla Complex,  
Bandra (E), Mumbai – 400 051.

**BSE Scrip Code No.: 532772**

**NSE SYMBOL: DCBBANK**

Dear Sirs,

**Re: Upgrade of Core Banking System**

The Bank has scheduled an upgrade of its Core Banking System (CBS) between 23<sup>rd</sup> January 2021 and 25<sup>th</sup> January, 2021.

While due care is being taken, since it is a major system and software change from the current system, it is possible that some customers may experience some temporary disruption in services.

Attached is copy of communication issued to our customers in this regard for your information and dissemination.

Please take note of the aforesaid in compliance with Regulation 30 and other applicable regulations, if any, of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Kindly acknowledge receipt.

Thanking you,

Yours faithfully,  
For DCB Bank Limited

Rubi Chaturvedi  
Company Secretary &  
Compliance Officer

Encl: As above



## Important information regarding technology upgrade

### Limited availability of DCB Internet Banking & Online Services

Dear Customer,

In our continuous endeavour to provide you with contemporary, best and efficient banking services, we would like to inform you that the Bank is **upgrading the Core Banking System (CBS) between 23<sup>rd</sup> January and 25<sup>th</sup> January, 2021. As a result, certain online services will not be available for the duration of the CBS upgrade.**

While due care is being taken, since it is a major system and software change from the current system, it is possible that you may experience some temporary disruption in services. We sincerely need your cooperation and support. We are confident that over time the new CBS is likely to provide you with enhanced products and services.

Please note that **you may continue to use your existing DCB Internet Banking, DCB Mobile Banking password, PIN, login credentials in the new upgraded system.** If you have any important transaction to be completed, we request you to complete the same prior to January 23, 2021.

Please refer to the table below for specific services available between 23<sup>rd</sup> January 2021 to 25<sup>th</sup> January 2021.

The CBS upgrade will begin on 23<sup>rd</sup> January 2021 i.e., mid night Friday / early morning Saturday and will continue till 5 am on Monday 25<sup>th</sup> January 2021. Given below are the services available during this period.

DATE & TIME for CBS UPGRADE	CHANNEL AVAILABLE	FUNCTIONALITY
Start: 23 <sup>rd</sup> January 2021 Friday mid night / Saturday early morning,  to  End: 25 <sup>th</sup> January 2021 Monday 5 a.m.	UPI	UPI Facility
	DCB Internet Banking	IMPS Facility
	DCB Mobile Banking	IMPS Facility
	DCB ATM, e-commerce & PoS (DCB Card transactions)	Available
	DCB SMS Facility	Available
	DCB Missed Call Service	Available
	Positive Pay System	Submit cheque details

Thank you in advance for your support.

For clarification, please contact DCB Customer Care.

Regards

DCB Bank Limited



DCB Bank Limited