



13 June 2016

Dear Esteemed Client

### **Core Banking System Change: Banking Details**

As one of the leading banks in Zambia, we are constantly looking for ways to offer superior services for our clients. It is for this reason that we advised in our previous letter that we are implementing a new core banking system called Finacle.

Developments that directly affect you will include the following:

1. New Bank Account Number

All Stanbic Bank Zambia's bank account format is changing. You will receive a new bank account number in the next correspondence.

2. Physical Bank Statements

To limit the impact to our clients, we will be adding your new account number to your physical bank statement. Your physical Bank Statements will reflect your old account number and new account number for a period of 12 months.

### **Other Important Points to Note:**

- **Bank Account Number**

All Stanbic Bank account format is changing. You will be receiving a new bank account number via your Relationship Manager.

You will still be able to send and receive payments using your old Bank Account Number. You can continue to use the account number you have today for a period of one year.

- **Cheque Books**

You can continue to use your current stock of cheque books. Any new stock of cheque books ordered will bear your new account number. There will be no disruption in your cheque sequencing. However, 12 months after go live the stock of remaining old cheque leaves will have to be replaced with a new one bearing a new account number.

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Stanbic Bank Zambia Limited. Registered Commercial Bank – Registered in Zambia Reg. No. 6559

A member of The Standard Bank Group

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- **Deposits & Withdrawals from Stanbic Bank Accounts**

Both old and new accounts numbers can be used when making deposits or withdrawing funds from other Stanbic Bank Accounts for a period of one year.

- **Business Online (BOL)**

Your existing account number on BOL will be updated automatically and there will be no impact to your USER log-on details. The same automatic change will apply to account numbers of BOL beneficiaries who are also Stanbic Bank clients.

You will only be able to use your new account number from implementation date.

The Bank will remain operational during the implementation period. We will be contacting you to update your banking details, including the signing mandate as well as keep you informed on the progress made on this exciting project.

We would like to take this opportunity to thank you for your continued support and loyalty and assure you that we have your best interests at heart as we continue to move you forward.

For more details please contact your Relationship Manager

We look forward to serving you better.

Yours faithfully



**Helen Lubamba**

Head Corporate & Investment Banking