



22nd June, 2016

Core Banking System Change: Banking Details

Dear Esteemed Client,

As one of the leading banks in Zambia, we are constantly looking for ways to offer superior service to you, 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 a change of your:

New bank account number

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

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:

1. The account number you have today.

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.

2. Cheque Books

You can continue to use your current stock of cheque books for a period of one year. Any new stock of cheque books ordered will bear your new account number. There will be no disruption in your cheque sequencing.

3. Deposits and withdrawals from Stanbic Bank Accounts

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

4. Deposits and withdrawals from other banks (Local in Zambian and International)

Both old and new accounts numbers can be used when depositing to and withdrawing from Stanbic Bank Accounts.



Stanbic Bank

5. ATM's and Points of Sale

Will remain operational during this period however there will be a forced shutdown period. We will provide you with further details in the near future

We will engage you to update your banking details and 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 call 8200 or visit your nearest branch

We look forward to serving you better.

Yours Faithfully

A handwritten signature in black ink, appearing to read 'Mukwandi Chibesakunda'.

Mukwandi Chibesakunda

Head Personal & Business Banking

Stanbic Bank Zambia limited