



Circular No.: PMEX/MKT, BD&CS/2014/14

March 13, 2014

MCB Core Banking System Upgrade

All brokers using MCB Bank Limited are hereby informed that MCB will be upgrading its core banking system. This system upgrade activity will cause a temporary service outage of the Online Funds Transfer (OFT) module from **Friday, 14 March 2014 – 8:00 pm to Monday, 17 March 2014 - 9:00 am**. Kindly refer to 'Annexure A' attached with this circular for further information on the said upgrade.

You are therefore requested to make arrangements to manage your funds at the Exchange before 5:00 pm Friday March 14, 2014 to meet your financial obligations during the downtime.

For further information and assistance, please feel free to contact our Customer Support Services by Phone on: 021-35644991– 5 (5 Lines); by email at: support@pmex.com.pk.

Best regards,

Nauman Lakhani

Head of Marketing, Business Development & Customer Support Services

Pakistan Mercantile Exchange Ltd.,

9th Floor, PRC Towers, 32-A, Lalazar Drive, M.T. Khan Road, Karachi. UAN: 92.21 111 623 623, 99210650 Fax: 92.21 35611263
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Annexure A

Subject: Core Banking System Upgrade

We are pleased to inform you that Insha'Allah we will be switching over to the upgraded version of our **Core Banking System effective March 17, 2014**. This upgrade will enable us to provide you better banking services and offer more innovative & efficient solutions for your financial needs.

The system upgrade activity will necessitate a temporary service outage over the week-end starting from **Friday, 14th March 2014 – 8:00 p.m. to Monday, 17th March 2014 - 9:00 a.m.** Services from branches that partly open on Saturdays and electronic banking channels (ATM's, Debit/Smart Cards, internet & mobile banking)

In reference to Transaction Banking division activities the OFT module will not be available during this period.

We assure our valued customers of our best efforts for a smooth transition; any temporary degradation in services will be addressed on priority basis.

Meanwhile it is requested that customers pertaining to any arrangement shall routinize its activities accordingly.

As our customers are at the heart of everything we do at MCB, this upgrade is part of our efforts to provide you the best banking experience and to further enrich our partnership as "Bank For Life".

For any assistance or queries, please email Client Services Department at tbclientservices.south@mcb.com.pk or contact your TBD Client Service representative. You can also call our 24/7 Call Center at 111-000-622.

Regards

**Client Services & Controls (South),
9th Floor, Transaction Banking Division,
I.I.Chundrigar Road- Karachi-Pakistan**

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