Customers - FAQ

ESAF 2.0 - StratoNeXt

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Contents

1 Introduction

While ESAF Bank is embarking on a IT transformation journey, there will be lot of questions from customers about this transformation and how it will impacdt them. This document is prepared to help bank customers to understand the ESAF transformation initiative, benefits to customers, what are the common issues that might get encountered, how to get the issues resolved, how to reach for support, etc.

The questions were prepared by ESAF L&D and Business team responses accordingly.

2 Customer FAQs

2.1. About the Change

Q: When will the change take place?
A: 23rd *Oct, 6 pm to 26th Oct, 10 am 2026*

Q: What is changing?
A: The StratoNeXt transformation program involves upgrade of core **business applications as well as customer facing applications**, migration of systems and redesign of customer-facing processes. The blueprint reflects major shifts for excellent customer and staff experience such as:

- Migrating from the legacy FIS Profile CBS to the new **Oracle Flexcube Core Banking System** — the heart of customer and product operations.
- Enhanced and feature rich yet simplified **Mobile and Internet Banking application**.

Q: Why is the bank introducing this new system/application?
A: ESAF's ambition is bold and clear: **to "Be the trusted", "Customer Centric", Digital Bank in India** . ESAF is aiming to:

- We want to ensure that customers get the best of the products and service at all times; standing true to our motto **"Joy of Banking"**
- Deliver **consistent, personalized digital customer journeys** across channels.
- Offer **faster, safer, resilient banking experience** through best of the breed offering, but also ensuring a **secure and compliant banking experience**.

Q: What is the new application?
A: **The Heart of the Change: Flexcube CBS + ESAF CRM + Digital Onboarding Application + Self-service channels like Internet & Mobile Banking**

Oracle Flexcube Core Banking
Flexcube will bring:

- Standardized, modern customer lifecycle and product management
- Better integration capabilities, enabling faster onboarding and lending

- Higher system stability, scalability and resilience
- Improved regulatory compliance and reporting

It forms the **core engine** for ESAF's next decade of growth.

Internet Banking & Mobile Banking Channel

- New generation Channel platform with lot many functionalities for customers
- It's like a branch in your pocket. You can carry out account related operations using the mobile app.
- Third party services like bill payments
- The payments functionality is made faster and secure

Q: Will there be any service interruption?
A: *Yes. The upgrade is planned during a week end (non-working Saturday & Sunday). During the upgrade period, (23rd Oct, 6 pm to 26th Oct, 10 am 2026) the payment and channel services would be affected.*

Q: What are the services which are unavailable during the cutover time?
A: All customer facing channel such as Mobile Banking, Internet Banking, ATM, UPI, QR code, Debit card and Fund transfer NEFT / RTGS/ IMPS are will be unavailable during the migration / upgrade window.

Q: What benefits will this change bring to me as a customer?
A: Simplified onboarding, account opening, self-service channels with enhanced functionalities, Simply Digital and quicker loan origination process, faster and personalized services & experiences, access to data 24x7, anytime payment options, etc.

Q: Is this change mandatory, or do I have a choice?
A: This is a Bank-wide system upgrade and will apply automatically to all customers. It is being undertaken to enhance our banking services and meet applicable regulatory requirements. No action is required from your side apart from installing and re-registering to the new mobile application.

Q: Will this change cost me anything?
A: No. There is no charge to you for this change. The upgrade is designed to provide you with an improved, more seamless banking experience.

Q: Does this change affect all customers, or only some?
A: *All existing Bank customers*

Q: Will my branch services & support changes impacted?
A: *Your branch will continue to provide the services and support you currently receive. The upgraded system is designed to help us serve you more efficiently and enhance your overall banking experience.*

Q: What should I do if I need an urgent transaction during this time?
A: *Please complete all urgent transactions, fund transfers, bill payments and necessary cash withdrawals **before 6:00 PM on 23 October 2026**. We also recommend keeping an alternative payment option available, as our payment and banking channels will be temporarily unavailable during the system upgrade. We regret the inconvenience and request you to plan your transactions in advance.*

Q: When will normal services resume?
A: *10 am – 26th October 2026 onwards*

Q: Will I be notified in advance about the downtime?
A: *Yes Details of the scheduled downtime and the latest updates will be available on the Bank's official website. We will also communicate through SMS and other official Bank channels. Customers are requested to check the website before planning any transaction during this period.*

Q: What happens if a transaction is in progress when the system goes down?
A: Incomplete t*ransaction will not be processed,* For further assistance, please contact the Bank through our official customer-support channels.

3. Impact on My Banking

3.1 Account & Customer Information

Q: Will my account number change?
A: *No, the Account Number remains the same*

Q: Will my customer ID change?
A: Yes. Yes, a new Customer ID will be generated and automatically linked to your existing Customer ID and accounts in the upgraded system. This will not affect your account balance or relationship with the Bank, and no action is required from your side. After the upgrade, you may obtain your new Customer ID through the Bank's authorised customer-support channels or by visiting your nearest branch with the required identification.

Q: Will my registered mobile number and email remain linked to my account?
A: *Yes*

Q: Will my Branch IFSC Code change?
A: No, IFSC codes for all branches remain the same

Q: Will my nominee details carry over automatically?
A: *Yes*

Q: Will my transaction history be available after the change?

A: *Yes, Your transaction history from 1 April 2025 onwards will be available in the upgraded system. If you require transaction details or account statements for any period before 1 April 2025, please contact your nearest branch for assistance.*

Q: Will I need to submit my KYC documents again after the Transformation?
A: *No, all KYC information will migrate to new system However, when your account becomes due for periodic re-KYC, you will need to complete the required process in accordance with applicable regulatory requirements.*

Q: Will customer get right to update Form 121 through NetBanking?
A: *This facility will not be available through Internet Banking immediately after the system goes live. It is planned to be introduced subsequently. Until then, please visit your nearest branch for assistance with updating Form 121.*

Q: Will my existing products and services change?
A:No. *Your existing products and services will continue after the system upgrade. Any internal system-related changes will be managed by the Bank and will not require any action from you.*

Q: Will I need to register again for any service?
A: *Existing services would continue. You will have to re-register for the new mobile application.*

Q: Will my passbook has to change?
A: No, you can continue the same passbook

Q: Can money be credited to my ESAF account during the system upgrade?
A: No, as the system is unavailable

Q: Will my salary or pension be credited if it is due during the service interruption?
A: No, as the system is unavailable

Q: Will government benefits/DBT credits be affected during the system upgrade?
A: Yes, as the system is unavailable.

3.2 Mobile Banking & Internet Banking

Q: Will Mobile Banking be affected?
A: D*uring the upgrade period, the existing mobile banking services will be unavailable.*

Q:Will there be any change in the Mobile Banking
A: There will be a new Mobile banking application with enhanced functionalities, post Go live on 26th Oct.

Q:Will there be any change in the E_Mitra App
A: Yes. A new Mobile Banking application with enhanced features will be introduced. When you open the existing application after the upgrade, you will be guided to download the new app from the Google Play Store or Apple App Store, as applicable.

Q: Will I need to download a new app, or update my existing one?
A: *Yes, MB new app has to be downloaded*. After the cutover period, when you access the existing MB app, it will get redirected. Once the link is clicked, the user would be redirected to the Play store to download the new Mobile Banking application.

Q: Will Internet Banking be affected?
A: *During the upgrade period, the existing internet banking services will be unavailable.*

Q: How much downtime should I expect for Mobile Banking and Internet Banking during the migration?
A: starting from 23rd October 2026, 6 pm to 26th October 2026, 10 am. If there is any change in the same, we will intimate you of the same.

Q:Will there be any change in the Internet Banking
A: *Post the upgrade, Customers can access the Internet Banking application which will get redirected to the new Internet Banking application. You will be required to reset the password.*

Q: Can I open/close FDs during the transformation period (through MB/IB/Branch)??
A: No. Opening and closing of Fixed Deposits, including premature closure, will not be available through Mobile Banking, Internet Banking or branches during the scheduled system upgrade period. Please complete any urgent Fixed Deposit-related transactions before 6:00 PM on 23 October, or after banking services resume.

Q: Will my existing Internet Banking/Mobile Banking login credentials continue to work, or will I need to register again?
A: No. *You need to re-register the login credentials for enhanced saftery & security.*

Q: Will I need to reset my password or MPIN after the Transformation?
A: *You need to re-register*

Q: Will all my accounts and banking relationships be visible on the new digital platform?
A. Yes, available in the new platform/ application

Q: Will my existing beneficiaries continue to be available, or will I need to register them again?
A: Yes, inorder to ensure seamless and hasslefree transformation, all existing beneficiaries will be available in the new platform/ application. No need to register again for existing beneficiaries.

Q: Can I raise Service Requests through Mobile Banking?
A: Yes, in the new application after upgrade period

Q: Will Credit Card details be available through Mobile Banking and Internet Banking?
A: No, You will have to visit the credit card banking portal to view the details of the Credit Card you have. We will inform you once CC availability in MB & IB on a later date.

Q: Can I book a Loan Against Deposit (LAD) through Mobile Banking or Internet Banking?
A: It is not presently available in these Channels, we will let you know once this features is added.

Q: Can I transfer funds from my CASA account to my loan account through Mobile Banking or Internet Banking?
A: Yes, in the new application after go live

Q: Can customer change mobile number/email ID through NetBanking?
A: After go live you can update your registered email address through Internet Banking or Mobile Banking. To change your registered mobile number, please visit your nearest branch with the required identification documents

Q: Is the new Mobile Banking application available for both Android and iPhone users?
A: Yes its available in both Android and IPhone users

3.3 Cheque, Payments & Transfer

Q: Will fund transfers (NEFT/RTGS/IMPS) be affected?
A: *Yes, during the upgrade period, these services are unavailable.*

Q: Will my scheduled or recurring payments still go through as usual?
A: Scheduled or recurring payments falling during the system upgrade period will not be processed during the downtime and the processed once system goes live. However, we suggest that you re-visit the recurring payment instruction

Q: Will ATM services be affected?
A: *Yes, during the upgrading period, the ATM services will not be available.*

Q: Will UPI / digital payments be affected?
A: *Yes, during the upgrade, these services would be affected and the same will available after golive.*

Q: Will I need to register again for Bank UPI after the system upgrade?
A: No

Q: Are there any other channels affected?
A: *Yes, during the upgrade, some of the other services like Agency Banking would be affected.*

Q: Will cheque transactions be affected?
A: No. Cheques will not be processed (both inward and outward) during this window.

Q: Will my existing cheque book continue to be valid after migration?
A: Yes

Q: Will cheques issued before migration be honoured? What happens to uncleared or pending cheques?
A: Yes, and it will be cleared once the system are available.

Q: What happens to uncleared cheques / pending transactions / Standing Instructions??

A: Uncleared Cheques and Unexecuted Standing Instructions will be executed. Pending transactions, if not completed before upgrade, should be re-entered / re- initiated

Q: Will QR-based merchant settlements be affected?
A: No, only the settlement to your respective account will happen only after systems are available.

Q: Will there be any downtime for ATM, POS, e-commerce or card transactions?
A: Yes, these services will not be availabe during the upgrade time

Q: What happens if a transfer fails (reversal / SMS intimation)?
A: During the upgrade window, you will not be able to initiate any transfer transaction. Please contact the Bank's Customer Care **(1800-103-3723)** for assistance.

Q: Will cheque stop-payment instructions be processed?
A: No

Q: How can I confirm whether a transaction initiated before the downtime?
A: You will be receiving a SMS after the transaction happens

Q: What should I do if I need cash during the service interruption?
A: Cash may be withdrawn from Branch before 4pm on 23rd October or before 6pm from ATM October 2026

3.4 Cards – Debit & Credit

Q: Will the existing Debit Card continue to work after Transformation?
A: Yes

Q: Will card transactions (debit/credit) be affected?
A: Debit card services would be affected *during the upgrade period. Credit card services will continue to be available.*

Q: Will the existing Debit / Credit Card detail will change after Transformation?
A: No

Q: Will all accounts (including Credit Cards) be visible in the new Internet Banking and Mobile Banking platform?
A: *Yes*

3.5.Fixed / Recurring Deposits

Q: Can I open, renew or close an FD through Mobile Banking, Internet Banking or the Branch during the transition period?
A: *No. Mobile Banking and Internet Banking will not be available during this period, and branches will remain closed on the fourth Saturday and Sunday.*

Q: Will my existing Fixed Deposits continue without any change after migration?
A: Yes, without any change

Q: Will there be any change in maturity amount due to difference in interest calculation on cumulative FD?
A: *No, it will not change*

Q: Will there be any difference in interest calculation, particularly for cumulative FDs?
A: *No, all existing FD's/ RD's continue to enjoy the applicable interest rates*

Q: Will my interest rates (ongoing Fixed Deposits, Savings, etc.) fees or charges change?
A: *No, it will not change*

Q: Will the transition affect the FD interest rates offer by bank?
A: *No, it will not change*

Q: What are the changes from the current process wrt my FD/RD/SB interest payout
A: No Changes.

- Interest payout for Monthly & Quarterly payout FDs on calendar basis (1st of subsequent month / Quarter BOD).
- Interest cumulation for Multiplier FD on Anniversary basis (Three months from the date of opening).
- For Short term FDs interest payout on maturity.
- Interest cumulation for RDs on Anniversary basis (Three months from the date of opening).
- Interest payout for Savings Bank account will be on Monthly Calendar basis. There is no change in the existing process. The interest amount will get credited during EOD of the month end.
- If FD monthly interest payout be transferred to another bank, it can be done using NEFT option
- Interest payout for SB account on monthly

Q: I have not received the monthly interest
A: Rest assured that your money is safe with us. Please get in touch with our call center or our nearest branch and we shall resolve the same.

Q: Can I change the maturity payout instruction.
A: Yes you can do the same.

Q: Can I add / change a nominee in my accounts.

A: Yes you can do the same using your mobile app or by visitng the nearest branch or calling our Customer Care.

3.6 Loan & Repayments

Q: Will my exiting loan account number change after migration?
A: *No, your existing loan account number will remins the same.*

Q: Will there be any change in my EMI amount or repayment schedule?
A: *No*

Q: Can I pay loan repayment during cutover time through UPI/ Google pay/ Phonepe/ Paytm QR code, etc?
A: *No, as bank system is not available*

Q: Will the QR code in my loan card be affected?
A: *No, but, during the cutover period you will not be able to make any payments. We recommend that you make the EMI payments* / dues a day or two in advance.

Q: Will my loan schedule be affected?
A: *No*

Q: Will my existing EMI, NACH/ECS mandate, standing instruction and auto-debit continue without re-registration?
A: *Yes, it will continue*

Q: Will I face any difficulty in making loan repayments or closing my loan during the transition?
A: *Yes, you will not be able tocarry out any transactions (both financial and non-financial) during the transition window.*

Q: If a repayment is delayed due to migration-related downtime, will I have to pay additional interest or charges?
A: *No, Bank will waive such charges, if arise*

Q: Will my NACH/ECS mandate for those day be processed & if it delay will it affect my Credit Score?
A: During the upgrade period, NACH/ECS mandates will not be processed. It will reinitiate on 26th October 2026.

3.7 Customer Support & Security

Q: Whom should I contact if I face an issue after the Transformation?
A: *Contact the customer care or your Relationship Manager*

Q: Will there be a dedicated customer support/helpdesk for urgent or critical issues?

A: *Yes*

Q: Will my account, deposit, loan and transaction data remain secure during the Transformation?
A: *Yes*

Q: How can I identify genuine ESAF communication regarding the Transformation and avoid fraudulent messages or phishing attempts?
A: *Bank will never ask for OTP, PIN, password or any other transaction details. Always refer to www.esaf.bank.in website for transformation updates. Don't click to any link in the name of ESAF bank.*

Q: Is my money safe during this change?
A: *Yes, your money and account information will remain safe and secure throughout the system upgrade.*

Q: Is my personal and account information safe?
A: *Yes, your money and account information will remain safe and secure throughout the system upgrade.*

Q: Will my data be transferred/migrated securely?
A: *Yes, your money and account information will remain safe and secure throughout the system upgrade.*

Q: Will transaction security or authentication methods change?
A: *No*

Q: What should I do if I notice anything suspicious?
A: *Immediately contact our Customer Care* **(1800-103-3723)** */ Branch Manager or Relationship Manager. Never share your OTP, PIN, password or account details with anyone. Please do not click on any message links.*

Q: Who has access to my information during the migration?
A: Only Bank employees who are authorised in the bank will have access to data. A*ll customer PI data (Personal/KYC/Account details) are masked* and *your account information will remain safe and secure throughout the system upgrade.*

Q: Will the bank ever call or message me asking for my PIN, password or OTP because of this change?
A: *No, never share your OTP, PIN, password or account details with anyone*

Q: Will the bank be communicating to me over Whatsapp during the transition window?
A: *No, Bank will not be sending any whatsapp messages pertaining to the transition.*

Q: Will there be any change in Whatsapp banking functionality
A: *No, There will be no change in the whatsapp Banking functionality. It will continue to function the same offering the same functionality and features as before.*

4. What Customers Need to Do

Q: Do I need to take any action?
A: *Follow the instructions provided by the bank* through SMS/Email/Bank Website

Q: How will the bank communicate with me during the transition window?
A: We will communicate with you only via SMS / registered mail ID's available with us. We will not be sending any Whatsapp messages pertaining to transition. Our help desk will be available at your service 24x7 to provide any assistance you would need. You can reach out to us on ***1800-103-3723***

Q: Is it safe to click on a link contained in the messages sent by Bank pertaining to transition.
A: Bank will not send any link in the messages pertaining to transition. Please DO NOT click on any links contained in the messages pertaining to transition.

Q: Are any documents required from me for transformation?
A: *No*

Q: Do I need to update any of my details for transformation?
A: *No, for transformation. However it is advisable that you update your correct contact number and mail id (if applicable) so that any communication pertaining to transition can be delivered to you promptly.*

Q: Do I need to download or install anything?
A: *yes, only ESAF Bank Mobile Banking applications which would be available in the App / Play store from 26th October 2026 onwards.*

Q: Is there a deadline by which I need to complete any required action?
A: *If required, bank will let you know in advance*

Q: Will I receive a confirmation once everything is complete on my end?
A: Bank will provide you periodic updates during the transition as well as the transition completion. Information pertaining to the same would be periodically updated in our Websites and Branches.

5. Help & Support

Q: Who do I contact if I have a question or a problem?
A: Your Branch Manager or Relationship Manager or your regular Agent/Business Correspondent, or ESAF Bank's Customer Care

Q: What is the customer care number / email?
A: ***ESAF Bank Customer Care***
📞 ***Toll-Free Customer Care***
- ***1800-103-3723*** *(1800-103-ESAF)*

- ***NRI Customer Care (Paid Line)***

  080-4552-0100

Customer Care email

- ***customercare@esafbank.com***

- ***For New Product Enquiries***

  enquiry@esafbank.com

Q: Can I get help at my branch?
A: *Yes, our branch staff will be available to assist you during banking hours on working days*

Q: Is there digital/chat support available?
A: *No. You can reach out to our customer care on **1800-103-3723***

Q: How do I escalate an unresolved issue?
A: *If your issue is unresolved by the Customer Care* **(1800-103-3723)**, *feel free to contact your Relationship Manager or your Branch Manager*

Q: What are the customer support hours during and after go-live?
A: *Customer Care Care* **(1800-103-3723)** *operates 24 hours a day*

Q: Can I visit any branch for help, or only my home branch?
A: *Any branch* during the working hours

Q: If I face a problem or loss because of this change, how is it resolved?
A: Contact your Branch Manager or Relationship Manager or your regular Agent/Business Correspondent or Customer Care and seek their advice.

6. Digital & Transactional Services

Q: How to login to new mobile app and IB

A:

<u>For New Users</u>

Step 1: Register on the App

1. *Launch the Mobile Banking App.*
2. *Select your preferred language.*
3. *Tap **Register**.*
4. *Choose your registration type:*
    - *Existing Digital Banking User*
    - *New User*
5. *Enter your registered **Mobile Number** and **Date of Birth (DOB)/Date of Incorporation (DOI)**.*
6. *If multiple Customer IDs are linked to your mobile number, select the appropriate Customer ID.*
7. *Choose a verification method:*
    - *Debit Card*
    - *Reference Number*
    - *Aadhaar Number*
8. *Enter the required verification details.*
9. *Verify your customer information.*

Step 2: Device and SIM Verification

10. *Complete **SIM and Device Binding**.*
    - *If SIM Binding is successful, proceed to the next step.*
    - *NRI customers may choose **Skip SIM Binding** and follow the alternate authentication process.*
11. *If SIM Binding is skipped, provide the required **NRI Risk Acceptance Consent**.*

Step 3: Authentication

12. *Receive the authentication code:*
    - *Part 1 through SMS OTP*
    - *Part 2 through Email*
13. *Enter the combined authentication code.*
14. *Validate the authentication code.*
15. *Complete OTP authentication.*

Step 4: Create Login Credentials

16. *Create your **User ID** and **Password**.*
17. *Registration is completed successfully.*
18. *Optionally enable **Biometric Authentication**.*
19. *Optionally set up an **MPIN**.*
20. *Access the Mobile Banking Dashboard.*

Login Methods After Registration

Once your account is activated, you can log in using any of the following methods:

- *User ID & Password*
- *MPIN*
- *Biometric Authentication (Fingerprint/Face ID)*

For Existing Users Registering on a New Device

1. *Open the Mobile Banking App.*
2. *Log in using your **User ID and Password**.*
3. *Complete the required security validations:*
    - *SIM Binding Validation (if applicable)*
    - *SIM Swap Detection*
    - *Device Fingerprinting and Trusted Device Validation*
4. *Enter the OTP sent to your registered mobile number.*
5. *Configure your MPIN and Biometric Authentication (optional).*
6. *Once activation is complete, future logins can be done using:*
    - *User ID & Password*

- *MPIN*
- *Biometric Authentication*

How to Register for Internet Banking

Retail Internet Banking Registration

1. *Open the Internet Banking landing page.*
2. *Click **Register**.*
3. *Enter:*
   - *Registered Mobile Number*
   - *Date of Birth*
4. *If multiple Customer IDs are available, select the appropriate Customer ID.*
5. *Choose a verification method:*
   - *Debit Card*
   - *Reference Number*
   - *Aadhaar Number*
6. *Enter the required verification details.*
7. *Verify your customer information.*
8. *Complete OTP authentication:*
   - *Receive OTP on your registered mobile number*
   - *Enter the OTP*
9. *Create your **User ID** and **Password**.*
10. *Registration is completed successfully.*
11. *Log in to Internet Banking:*
    - *Enter User ID*
    - *Enter Password*
12. *Access the Internet Banking Dashboard.*

Internet Banking Login for Existing Customers

1. *Open the Internet Banking login page.*

2. *Enter your **User ID** and the displayed **Captcha**.*
3. *Enter your **Password**.*
4. *Click **Login**.*
5. *Access Internet Banking services securely.*

Available Login Credentials
Mobile Banking

- *User ID & Password*
- *MPIN*
- *Biometric Authentication*

Internet Banking

- *User ID & Password*
- *Captcha Verification (during login)*