



30 September 2019

Dear Customer,

### **Transfer of Your Accounts to AstroBank Systems**

Following our communication dated 16 July 2019, we are happy to inform you that all accounts that you currently maintain with ex-USB Bank will be transferred to AstroBank's systems on the 14th of October ("Migration Date"). As a result, relevant conversions to products and services offered by ex-USB Bank will occur.

We take this opportunity to remind you of the following:

> **a.** All deposit accounts will be automatically transferred to AstroBank's electronic systems with their balance as of the Migration Date. The new account numbers and IBAN numbers, will be communicated to you via the first statements that you will receive. Your IBAN can also be retrieved through **Winbank** or from any of AstroBank's Branches. Details on how to log-in to **Winbank** can be found in point (g) below.

This change will not affect your transactions with the Bank. You are however advised in the future, to use your new IBAN. Note that the SWIFT BIC Code of the Bank is 'PIRBCY2N'.

> **b.** All your facility accounts will be automatically transferred to AstroBank's electronic systems with their balance as of the Migration Date and where applicable, will continue to be repaid from your preferred account by a direct debit that will be automatically set-up for this purpose. Please note that the method of calculating and charging of interest will be amended as specified in our letter dated 16 July 2019.

> **c.** You may continue using your ex-USB Bank chequebooks until further notice. If you wish to receive an AstroBank chequebook, you can submit a chequebook order at any AstroBank branch or through Winbank.

> **d.** As of the Migration Date standing orders and Direct Debits will automatically be transferred to the electronic system of AstroBank and they will continue to be smoothly executed.

> **e.** Incoming remittances whether international or local, with the old or new account number or IBAN, will be credited automatically to your new AstroBank account.

> **f.** Your cards either credit or debit will be replaced with AstroBank cards (you will receive separate communication through your card statements).

> **g.** The Internet banking service **ibank** of ex-USB Bank, will be replaced by **Winbank** (Internet Banking Service of AstroBank). You will be able to log in to Winbank for the first time using the ibank Subscriber ID and PIN. During the first login you will be prompted to change your User ID and Password.

For any additional information and/or clarifications, you may contact any AstroBank Branch or contact our 24-hour Call Center on 800 11 800 (local calls), +357-22575555 (international calls).

We would like to thank you for your trust, and assure you that we will continue to offer our best services at all times.

Sincerely,

AstroBank Limited

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