

## Stima Sacco Core Banking System Transition FAQs

1	<b>What is a Core Banking System (CBS)?</b>	A Core Banking System is a type of software that banks use to manage and process financial transactions, such as deposits, withdrawals, and transfers.
2	<b>Why is Stima DT Sacco Society Limited moving from the current ERP system to a Core Banking System?</b>	The Core Banking System will allow for improved accuracy, efficiency, and security in processing financial transactions. It will also provide additional features and capabilities, such as online banking and mobile banking.
3	<b>When will the transition take place?</b>	The transition is planned for to take place from 5.00PM on Friday 13th January 2023 to 9.00AM Tuesday 17th January 2023.
4	<b>Will there be any disruptions to my account during the transition?</b>	Every Effort will be taken to minimize disruptions, however there may be some temporary interruption of services during the transition period.
5	<b>Will my account number change?</b>	No, your account number will not change.
6	<b>Will my web portal login credentials change?</b>	Yes, you will be prompted to create new login credentials upon first login after transition using a new link.
7	<b>Will my Saccolink ATM/Debit card still work?</b>	Yes, your ATM/Debit card will continue to work as usual.
8	<b>Will my account balance change during the transition?</b>	No, your account balance will not change because of the transition.
9	<b>Will my account history be transferred to the new system?</b>	Yes, your account history will be transferred to the new system.
10	<b>Will I be able to access my account during the transition period?</b>	Access to account will be limited during the transition period.
11	<b>Can I still make deposits and withdrawals during the transition period?</b>	There may be restrictions on certain types of transactions during the transition period.
12	<b>Will I be able to make online transactions during the transition period?</b>	There may be restrictions on online transactions during the transition period.
13	<b>Will I be able to make mobile transactions during the transition period?</b>	There may be restrictions on mobile transactions during the transition period.
14	<b>Will I be able to make deposits and withdrawals during the transition period?</b>	The society will ensure that members are able to make deposits and withdrawals as much as possible during the transition, but there may be some disruptions or limitations.

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15	<b>Will I be able to make wire transfers during the transition period?</b>	There may be restrictions on wire transfers during the transition period.
16	<b>Will I be able to access my account statements during the transition period?</b>	There may be restrictions on accessing account statements during the transition period
17	<b>How will I know when the transition is complete?</b>	The society will communicate the completion of transition to members via SMS and the society's social media sites.