

PRESS NOTE

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CIN: L65920MH1994PLC080618

HDFC Bank plans migration of Core Banking System to new engineered platform to enhance robustness and scalability

Access to some services to be temporarily limited during upgrade on July 13

Mumbai, July 1, 2024: HDFC Bank, India's leading private sector bank, is undertaking a system upgrade on July 13, 2024.

The Bank is migrating its Core Banking System (CBS) onto a new engineered platform with the aim of enhancing customer experience for its growing customer base of 9.3 crore individuals and businesses across the country. This migration will allow the Bank to improve performance speed, expand its capacity to handle high traffic volume, boost reliability and scalability.

With this upgrade, HDFC Bank will be one of the largest banks of its size and banking volume in the country to host its Core Banking System on a new-gen platform.

Scheduled Upgrade Details:

- Start: 3.00 AM on Saturday, 13th July 2024
- End: 4.30 PM on Saturday, 13th July 2024

During this 13 and a half -hour window, customers will be able to access the following services:

AVAILABLE SERVICES	DETAILS
Cash Withdrawal: Debit and Credit Cards	<ul style="list-style-type: none">• Customers can continue to withdraw cash from any ATM using their HDFC Bank debit card (up to a restricted amount) or credit card– for details, refer to the FAQs link below. The account balance displayed will be as of 7:30 PM on Friday, 12th July 2024
Shop & Pay: Debit Cards, Credit Cards and UPI	<ul style="list-style-type: none">• At stores: Customers can continue to use their HDFC Bank debit card (up to a restricted amount) or credit card on swipe machines.• Online: Customers can make seamless online purchases with their HDFC Bank debit card (up to a restricted amount) & credit card.• UPI: Customers can continue to use the service. However, it will be unavailable from 3:00 AM to 3:45 AM and from 9:30 AM to 12:45 PM on Saturday, 13th July 2024

	*Please note that the restricted limit will be a combined limit for ATM Cash withdrawals, in-store transactions, Online transactions, and contactless transactions
Card Management	Customers can continue to hotlist their card, reset their PIN and perform other card-related activities.
Merchant Payments	Merchants can continue to receive payments via cards, but updates to the account for previous day's payments will be available post-upgrade completion. Refer to FAQ's for more details
Net & Mobile Banking	UPI: Customers can continue to use the service. However, it will be unavailable from 3:00 AM to 3:45 AM and from 9:30 AM to 12:45 PM on Saturday, 13 th July 2024 Bill Payments: New billers can be added and existing billers can be viewed Demat, Cards and Loans: Only view services Mutual Funds: Redemptions, Switch, View & Enquiry services, WealthFy reports, Risk profile and manage systematic section Refer to FAQ's for more details

The Bank has scheduled this upgrade on a second Saturday, which is a bank holiday, to minimize inconvenience. It has advised customers to plan banking activities in advance.

For detailed information on which services are available [Click here to read the FAQs](#) or visit our website www.hdfcbank.com

About HDFC Bank

Please click here: www.hdfcbank.com

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