

PUBLIC NOTICE

System Upgrade

As we celebrate 30 years of leadership and innovation, CRDB Bank continues to invest in modern systems to enhance service delivery. To successfully implement this upgrade, please note the following service interruptions:

Full Branch Closure

All CRDB Bank branches will be closed from **Friday, 5th September 2025 to Sunday, 7th September 2025**.

Scheduled Downtime (All Channels Unavailable)

During the following periods, all our bank services and channels will be unavailable:

- **Friday, 5th September 2025:** 2 hours downtime (00:00 hrs – 02:00 hrs)
- **Sunday, 7th September 2025:** 6 hours downtime (00:00hrs – 06:00 hrs)

Available Services (Outside Downtime Windows)

Outside of the specific hours noted above for full-service interruption, you will still be able to access the following services:

- **ATM** (Cash withdrawals and Transfers)
- **POS** (Payments via Point-of-Sale terminals)
- **SimBanking** (Transfers within CRDB Bank, transfers to mobile networks, transfers to other banks via TIPS, balance inquiry, Cardless Withdrawal via ATM and TIPS Merchants Payments/TanQR)

Customers are advised to complete all essential transactions ahead of the downtime. Our technical teams will be working diligently to ensure services are restored on time.

For any assistance during this period, please contact us through:

0800 008 000 | +255 (22) 2197700 | +255 (0) 714 197700 | +255 (0) 755 197700
info@crdbbank.co.tz

We appreciate your patience and continued trust in CRDB Bank.

Issued by:

**Directorate of Corporate Affairs,
CRDB Bank PLC**

