

Important Notice to Our Valued Customers - Apology for Disrupted Services

Dear Valued Customers,

We sincerely apologize for the disruption in our **MobileApp, Email Alerts, and SMS Alerts** services that you have experienced over the past week. This is due to unforeseen technical challenges encountered during the transition to the latest version of our Core Banking Application, which extended beyond the anticipated timeline of Monday, 25th November 2024.

We fully understand the inconvenience this has caused, and we are actively working with the service providers to resolve the issue as swiftly as possible.

At Trust Bank, we are committed to providing the best possible service, and your convenience is of utmost importance to us. Please be assured that we are taking all necessary measures to prevent similar disruptions in the future.

We truly appreciate your patience and understanding during this time. Should you have any further questions or concerns, please feel free to reach out to our customer support team. They are available to assist you with any inquiries or issues you may have during this transition. You can contact them at:

- **Phone:** (+220) 7474447 / 3644470 / 9033334
- **Email:** info@tblgambia.com

Thank you for your continued trust in Trust Bank.

Management