



Bank of Valletta

Office of the Company Secretary

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BOV/374

COMPANY ANNOUNCEMENT

The following is a Company Announcement issued by Bank of Valletta p.l.c. pursuant to the Listing Rules, issued by the Listing Authority:

Quote

Bank of Valletta upgrading its IT Systems

Announces temporary limited services and two days of closure for business

Bank of Valletta will be upgrading its IT systems and in view of this will be offering limited services as from Friday 27th December 2019. The Bank will be closed for business on Monday 30th, Tuesday 31st December 2019 and Wednesday 1st January 2020 (Public Holiday). It will resume operations and banking services as from 8.30 am on Thursday 2nd January 2020.

During this period, customers will be able to continue using their BOV Cards and BOV Pay in the normal manner in retail stores, restaurants and all other outlets, locally, abroad and online. In addition, cash withdrawals and balance enquiries will remain available from all BOV ATMs. Customers may also withdraw cash from non-BOV ATMs including locally and abroad (normal charges apply). The Customer Service Centre will be available for reporting lost or stolen cards and card fraud.

All other services including payments, BOV Internet Banking and BOV Mobile Banking will not be available during the upgrade period as from the following cut-off times:

Date	Cut-off Time	Services interrupted:	Back in service
Friday 27th December	12:00 pm	ATM Services – Deposits (cash and cheques), Viewing of Recent Transactions, Transfer between Accounts, Cheque Book and Deposit Book Orders through ATMs Nightsafe Deposit Facility	Thursday 2nd January 2020 at 8.30 am <i>BOV Cards, BOV Pay and Cash Withdrawals from ATMs will operate</i>
	2:00 pm	Payment services through all channels (including payments through Branches and Internet Banking)	
Saturday 28th December	11:00 am	Branches (will close at 11:00 am instead of 12.30 pm)	

	5:00 pm	Internet and Mobile Banking systems	<i>normally throughout the whole upgrade period</i>
Monday 30th December		BOV closed for business	
Tuesday 31st December		BOV closed for business	
Wednesday 1st January		Public Holiday	
Thursday 2nd January		BOV open for business at 8.30 am	

Bank of Valletta encourages its customers to carry out the banking transactions they require for this period by Friday 27th December 2019 as per cut-off times above.

The upgrade of the Bank's IT systems is a major process that requires the temporary suspension of normal business operations. Bank of Valletta apologises for this temporary interruption of its services and for any inconvenience caused to customers.

All details on cut-off times for the different services can be found on www.bov.com/content/upgrade. Customers are encouraged to visit this page regularly for important updates.

Customers may also call on +356 21 247822 or send an email to systemupgrade@bov.com for further information.

Unquote



**Dr. Ruth Spiteri Longhurst B.A., LL.D.
Company Secretary**

16 December 2019