

Important – Migration of outstanding funds to new DCB Niyo Savings Account

Dear Customer,

We are delighted to note that you have successfully transitioned to the new DCB Niyo Savings Account.

However, we have observed that there is still an outstanding balance in your old DCB Niyo Global Card.

To ensure a smooth transition and to make the most of your new account, we request you to migrate the funds from the old card to your new DCB Niyo Savings Account at the earliest. DCB Niyo has provided these options to transfer funds to the new account from the old card:

- 1) Transfer funds through the old Niyo app:** Easily transfer the outstanding balance through the old app (red logo) by adding your DCB Niyo Savings Account as a new beneficiary.
- 2) Request a Refund:** Alternatively, if you prefer to request a refund, please send an email from your registered email address to DCB Customer Care. Mention your Customer ID, old and new account details in the email.
- 3) Exhaust the Balance Amount:** Use the available funds for your daily spends using the old Niyo Global Card.

Please note, outstanding funds will be automatically transferred to your new DCB Niyo Savings account on 1st November, 2024.

Thank you for your continued support. The new and improved DCB Niyo shall continue to be your travel buddy - for smart and secure international travel transactions across the world.

For clarification feel free to reach out to DCB Customer Care at 022 6899 7777, 040 6815 7777 or customercare@dcbbank.com

Sincerely

DCB Bank Ltd.