

Kigali, 12/03/2026

ITANGAZO/NOTICE

Mukiliya wacu,

Murwego rwo kurushaho kubaha service ziteye imbere, kandi zinoze, Dufite igikorwa cyo kuvugurura sisitemu zacu.

Ni muri urwo rwego, guhera ejo 13/03 saa mbili (8:00 a.m) kugeza 15/03/2026; amashami yacu ndetse n'uburyo bw'ikoranabuhanga (*182# na *951#) musanzwe mukoresha bizaba bifunze. Tuzongera gukora guhera 16/03/2026 saa tatu (9:00 a.m).

Tubiseguyeho kumbogamizi bishobora guteza. Uwakenere ubufasha, yahamagara 9591 (Umurongo utishyurwa) cg 0788 313 890 (Telefoni igendanwa)

Dear Customer,

In order to give you improved services, we are upgrading our Core Banking System.

Regarding that, from 13/03/2026 (8:00 am) to 15/03/2026 all our branches and digital channels (*182# & *951#) will be closed. Will re-open activities on 16/03/2026 (9:00 a.m).

We apologize for services disruptions that might affect you. For any support pls Call 9591 (toll free) or 0788 313 890 (Mobile Phone)

Umuyobozi Mukuru (CEO)

Kagishiro Justin