

Date: 07/02/2025

IMPORTANT NOTICE: WEMBLEY BRANCH RELOCATION

We are writing to inform you of an important change at your local Punjab National Bank (International) Limited, Wembley Branch. In the next few months, our Wembley branch will be relocating to a new location.

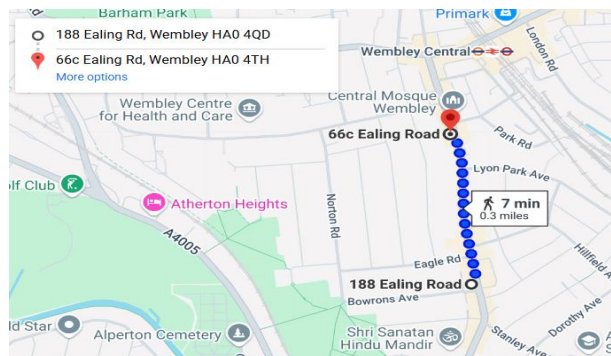
Where are we moving?

New Branch Location: 66C Ealing Road, Wembley, HA0 4TH. The new branch is less than 500 meters away from current location. Map below is for your reference.

When will the move take place?

Existing Branch Closing Date: 02/05/2025 (tentative)
New Branch Opening Date: 06/05/2025 (tentative)

These dates are tentative. We are working hard to have the branch ready on time. We will confirm the existing branch closure and new branch opening date, through our website and branch notice board as well.



Why this move?

We are investing in a larger modernised branch designed to provide improved accessibility and a more enhanced experience for all our customers.

How the Bank will be supporting you with the move?

- The Bank will send you another notification closer to the relocation date.
- During the move, our Internet Banking Services, Mobile App will remain operational.
- There will be no working day gap in existing branch closure and new branch opening date. We do not expect any interruptions in terms of services available at the branch. Our team look forward to welcoming you to our new premises and will be ready to assist you at the new branch once it opens.

Services offered at the new location

All existing services at your current branch will continue as usual. Additionally, a locker facility will be available at the new location. For your reference below:

- Account opening and servicing
- Payment related services
- Counter Service - Cash Deposits and Withdrawals
- Safe Deposit Lockers (for personal banking customers only (terms and conditions apply))

Accessibility features available

- Wheelchair access for Branch premises (not available for Safe Deposit Lockers)
- Hearing Induction loop
- Automated door

What you need to do?

At this stage there is nothing that you need to do. Your account(s) with us will continue without any disruptions.

For your reference, please refer to the attached document regarding important points related to fraud prevention. This document provides important information to help protect your accounts and ensure your banking experience remains secure.



Corporate Office: 1 Moorgate, London.
EC2R 6JH
Email: Customersupport@pnbint.com
Customer Support: 0800 849 9229
Website: www.pnbint.com

(Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority)

If you have any questions or concerns regarding this move, please contact us at 0800 849 9229 or email us at customersupport@pnbint.com. Alternatively, you may visit the Wembley branch (current address: 188 Ealing Road, Wembley. HA0 4QD) or any other PNBIL Branch. We will be happy to assist you.

We appreciate your support as a Punjab National Bank (International) Limited customer. We look forward to continuing providing you the services in the future.

Regards,

Punjab National Bank (International) Limited

Punjab National Bank (International) Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm Reference Number: 459701). Punjab National Bank (International) Limited (Company Number: 05781326), registered office is at 1 Moorgate, London, EC2R 6JH. Your eligible deposits with the Punjab National Bank (International) Limited are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme. For further information please visit our website: <https://www.pnbint.com> or Contact us on +44 (0) 800 849 9229.

Fraud Prevention – Stay Alert and Vigilant

As part of our commitment to keeping you informed and your banking safe, we have included this document providing important information to help protect your accounts and ensure your banking experience remains secure. During this time of transition, we encourage you to stay alert and vigilant against potential fraud. Below are some of the important fraud prevention measures and steps to protect your account with us:

1. Recognising Phishing Scams

Fraudsters may attempt to impersonate the Bank through unsolicited emails, phone calls, or text messages, referring to the relocation. They may ask for personal information such as your account number, debit card number, password or other sensitive details. Urgent Requests: Messages that demand immediate action, such as “verify your account” or “update payment details,” may be traps. **Remember, we** will never ask for your personal information in unsolicited messages. Do not click on links or download attachments from unknown sources.

2. Verify Communication

Please verify the authenticity of any communication you may receive in Bank’s name regarding relocation or any other matter that seems suspicious. If you are unsure, please contact us directly:

- **Phone:** 0800 849 9229
- **Email:** customersupport@pnbint.com
- **Website:** <https://www.pnbint.com/PNBIL/Home/Contact-Us>
- **Branches:** Please refer to our website www.pnbint.com for all branch addresses and contact information.

3. Remain cautious of Impersonation fraud

Fraudsters may attempt to visit your homes, offices, or call you, claiming to be representative of the Bank. Always be vigilant while engaging in any conversation or sharing information with individuals who claims to be from the Bank. The bank will never ask for passwords, OTP (One time password) or any account or personal details.

4. Monitor your accounts regularly and secure your devices

- Keep a close eye on your accounts for any unusual transactions. If you notice anything suspicious, report it immediately by contacting us by phone or email or by visiting one of our branches.
- Update Software (on your personal devices such as smartphones, laptops, desktops, other devices): Ensure your operating system, antivirus software, and browsers are up to date.
- Use Strong Passwords
- Use Secure Connections: Avoid public Wi-Fi for sensitive activities
- Check Website Security: Ensure the website’s URL begins with <https://> and look for a padlock icon in the address bar.

5. In-Branch Safety

When you visit our new or existing branch, always ensure you are interacting with official staff **inside** the branch premises. **Never** share account -related or sensitive information with anyone outside. Additionally, **do not hand cash to anyone outside the branch** as Bank staff will never request or process deposits outside the premises.

What to do if you suspect Fraud

If you believe that your account has been compromised or there is a potential fraud attempt on your account, please contact us immediately by phone or email or by visiting one of our branches (you will be able to find our contact details on our website www.pnbint.com). We will guide you through the next steps and take necessary actions to protect your account. For more information on fraud prevention, please visit our website at <https://www.pnbint.com/PNBIL/FAQ/FAQ> (refer to security advice section) for guidance.

Regards,

Punjab National Bank (International) Limited