



28th February, 2012

To,
General Manager
GLOBSYN INFOTECH LIMITED
401/402, Samartha Vaibhav,
Off Link Road, Lokhandwala Complex
Andheri (West), Mumbai - 400 053.

KIND ATTN : Mr. Ambarish Singh

Dear Sir,

Sub : S.W.I.F.T. & TurboSWIFT product Support for PUNJAB & SIND BANK

Since 1996, we at Punjab & Sind Bank are live over the SWIFT Network using SWIFT Approved Interface, TurboSWIFT for SWIFT Message transmission for all our "B" category branches.

We receive round the clock on-site and telephonic support from Globsyn for all the production issues related to SWIFT services and the support team handling the issues is very prompt and technically well equipped. With all the assistance of your SWIFT support team members we have been able to complete the following activities as stated below:

1. Addition of 8 New "B" category branches over the SWIFT network.
2. SWIFT mandated Dual I to Connect Silver Migration at IBD – Mumbai.
3. SWIFT mandated DUAL P to Connect Bronze Migration at PSB – DELHI DR site.
4. TurboSWIFT 9.0 version upgrade using Oracle 11g database version.
5. SWIFT mandated SNL 7.0 version upgrade at both the production site at Mumbai and the DR site at Delhi prior to 31st March, 2012.

We would like to make a special mention of the dedicated support and services provided by your support executive **Mr. Aniket Rasal** who has been providing us timely assistance in smooth functioning of SWIFT operations.

All the support team members providing SWIFT support are always available on phone or on-site at a very short notice.. The recently completed Connect Silver Migration along with TurboSWIFT 9.0 version upgrade and SNL 7.0 Upgrade process was done very smoothly at our Bank by the Globsyn support team. Further they are always available for guidance and support and are proficient in handling any problem or any change request.

We wish your team success and with warm regards.

Thanking You,

Yours sincerely,


SWIFT Administrator
[K. NAGESH]