State Bank of India
(California)

03/31/2013

Dear Valued Customer,

Re: Important Changes to Internet Banking System (the "System) and Remittance Transactions

You are receiving this notice because you are an accountholder at State Bank of India (California). This notice is being provided to advise you of several important changes being made to our Internet Banking System.

Effective May 6th, 2013 the System will no longer require the use of a scratch card numeric One Time Password to login to the System. You may dispose of your scratch card after that date. If you are planning to conduct India Remittance Transactions on the System, you will need to obtain a Vasco Multi Factor Authentication (MFA) Token from your local branch. These tokens will become available, at no cost to you, in your local branch after April 1st, 2013 and will be required by the System when you create a Remittance transaction after May 6th. **Please note: after May 6th, 2013 you will not be able to use the Internet Banking System to create a Remittance transaction without a Vasco MFA Token.**

When you visit the branch to pick up your Vasco MFA Token, you will also need to provide a mobile number with the ability to receive SMS Text Messages. This mobile number will be setup on our system to receive Security Notifications regarding a variety of activities in your Internet Banking Account. These notifications support the security and safety of your account and keep you informed of how it is being used.

As of May 6th, 2013 the Internet Banking System will no longer support direct account to account transfers between State Bank of India (California) account holders. To transfer funds to another account holder, please use our new Online Bill Payment System which also supports Person to Person Payments.

To avoid delays in your local branch please arrange to visit the branch during non-peak hours Monday thru Friday if possible. Thank you for being a valued customer of State Bank of India (California), if you have any questions please contact us at 877-707-1995.

Sincerely,
State Bank of India (California)