

## **Notification on Gorenjska banka's transition to a new information system**

At Gorenjska banka, we continually strive to provide secure, high-quality and reliable banking services. To ensure that we can meet the highest standards in the future, we will carry out an extensive upgrade and switch to a new back-end information system for legal entities between 30 April and 4 May 2026.

### **How will the upgrade affect your banking operations?**

During the upgrade period, from Thursday, 30 April at 17:00, until the morning of Monday, 4 May, certain banking services will be temporarily unavailable or will operate on a limited basis.

During this period, Gorenjska banka ATMs will be available, and it will be possible to authenticate online purchases, use payment cards, and make payments using the Garmin Pay and Google Pay applications. Gorenjska banka's POS terminals and DNT (day-night vaults) will also operate without interruption. The opening hours of the branches remain unchanged.

Please review below the list of services that will be temporarily unavailable or will operate on a limited basis, and ensure that you carry out all domestic and international payment transactions, changes to daily limits on payment cards, and other urgent banking services before the specified period.

### **List of services that will be unavailable or will operate on a limited basis from 30 April at 17:00 until the morning of 4 May:**

- Gorenjska banka's payment services will not be operational from 17:00 on 30 April 2026 until 07:00 on 4 May 2026. During this period, the bank will not carry out interbank payment transactions, and it will not be possible to carry out internal payments between Gorenjska banka accounts. Business with SEPA direct debits (SDD) will be restricted. SDD transactions from online banks that are accepted by 17:00 on 30 April 2026 with a value date of 5 May 2026 will be settled on 5 May 2026. SDD transactions from online banks accepted after 17:00 on 30 April 2026 with a value date of 5 May 2026 will be rejected. Gorenjska banka will resume payment operations in full after 07:00 on Monday, 4 May 2026.
- The PSD2 open banking solution will not be available between 17:00 on 30 April 2026 and 07:00 on 4 May 2026.
- The overview of balances on business accounts and payment cards will not be updated during this period.
- The Link pro, Link m-pro, and Link Biz digital banking channels, including the Halcom MultiPay and Hal E-bank solutions, will be unavailable in the morning between 30 April and 4 May 2026.

- The acceptance of Flik payments via online channels and POS terminals will operate normally, while the updated balance on business accounts, including the list of all transactions, will be available from 4 May 2026.
- Of the messaging services, security messages (SMS messages about payment card transactions) will work, while other messaging services will not work.
- In the case of transactions from Ukraine, Russia, or Belarus, the required documentation, in accordance with the AML/CFT Act, must be submitted by 16:00 on 30 April 2026. Otherwise, transactions will be rejected.
- We invite you to, where at all possible, make all payments abroad before 28 April 2026.

During the upgrade period, be particularly vigilant for online scams, recognise them, and protect yourself. You can find more tips on [www.gbkr.si/varno-bancno-poslovanje](http://www.gbkr.si/varno-bancno-poslovanje).

You can check all the current information on the upgrade on [www.gbkr.si](http://www.gbkr.si).

### **Banking operations after the upgrade**

All banking services are expected to operate without interruption from the morning of 4 May 2026. For further information, please contact us on **04 20 84 312** or at [info@gbkr.si](mailto:info@gbkr.si).

Thank you for your understanding and patience during the implementation of the upgrade.