



# ANNEX 15

## Recommendation Letter

## Recommendation Letter 1



**HEAD OFFICE**  
ReL No.7101.

28<sup>th</sup> September 2023,

**To: Whomsoever it may concern**

In April 2021 Union Bank concluded the selection of JMR Infotech as the implementation partner for implementing the upgrade from Oracle FCUBS 11.3 version to Oracle FCUBS 14.4 in April 2021.

The Go-live of took place in the Oracle FCUBS 14.5 version, covering Core Banking including Commercial Lending, Limits and Collateral, Retail Banking products including Current, Savings, Term deposits, as well as Oracle Banking Payments module and Treasury module, on **17<sup>th</sup> March 2023**. The project was completed for 33 branches and 250,000 accounts.

Key milestones were achieved by teamwork and joint efforts of Bank, JMR Infotech team and Oracle's partners.

The project team consisted of dedicated individuals focused on helping Bank meet the goals set. JMR team worked jointly with Bank's team to ensure time-bound progress and helped in adopting the new modules and technology.

For any further information our discussion, please feel free to contact us.

**Yours sincerely,**

**For Union Bank, Albania**



**Irena Rushaj**  
**Chief Technology Officer**





**Suela Bokshi**  
**Deputy CEO**

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## Recommendation Letter 2



# REFERENCE LETTER

The Go-live of the Oracle FLEXCUBE UBS systems covering Core Banking operations including Commercial Lending, Limits and Collateral SME Lending, Retail Banking products including Current, Savings, Term deposits apart from Payments on 6<sup>th</sup> October 2022. The Implementation of these solutions helped Bank with product capabilities and STP enablers contributing to success for Bank's transformation project. Key milestones were achieved by team work and joint efforts of Bank, JMR Infotech team and other partners.

This project helped instill state-of-the-art technology that has the necessary capacity and speed to implement new products. The project was completed for Groupe Cofina, Ivory Coast and another 7 countries (Togo, Senegal, Mali, Gabon, Guinea, Burkina Faso and Congo) roll out are in process.

The project team consisted of dedicated individuals focused on helping Bank meet the goals set. JMR team worked jointly with Bank's team to ensure time-bound progress and helped in adopting the customer centric solution. We look forward to future projects alongside JMR Infotech for Core, Commercial Lending and Digital requirements.

For any further information our discussion, please feel free to contact me.

Yours sincerely,

Anah Coulibaly,  
Project Manager Group



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Pierre Arnaud Moya,  
Head Facilities Group



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### Recommendation Letter 3

رقم الوثيقة: 400.08932066  
تاريخ الإصدار: 08/02/2023

**مصرف التّضامن**  
**Tadhamun Bank**  
المدير العام  
General Manager



### Testimonial Letter

We, undersigned Tadhamun Bank hereby attest that we have contacted JMR infotech Middle East FZC for out of the box implementation and post-Golive support of the following Oracle solutions:-

- Oracle FLEXCUBE Universal Banking Solution (FCUBS) V14.4 upgraded to V14.5.6
- Oracle Banking Digital Experience (OBDX) V21.1
- Oracle Financial Services Analytical Applications (QFSAA) Financial Crime and Compliance Solution V8.x.
- Oracle Technology Software.

While the project is still ongoing, Tadhamun and JMR teams has successfully achieved all agreed upon milestones to this date with minor issues, adding to our bank's infrastructure a state-of-the-art technology that has the necessary capacity and speed to implement new products.

The project team consists of dedicated individuals focused on helping our bank meet the goals set in a time-bound and customer centric solution orientation.

We look forward to future projects alongside JMR infotech for Core, Commercial Lending and Digital requirements.

*[Signature]* 10/2023  
Osam Alabearsh  
Tadhamun Bank General Manager



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Tadhamun Bank - Egypt Limited  
Tadhamun Bank - Jordan  
Tadhamun Bank - Kuwait  
Tadhamun Bank - Lebanon  
Tadhamun Bank - Saudi Arabia  
Tadhamun Bank - UAE

## Recommendation Letter 4



9 October 2023

To Whom It May Concern,

BSP Financial Group Limited (BSP) implemented its new Oracle FLEXCUBE system on 11<sup>th</sup> April 2023. The implementation of a new core banking system included Commercial Lending, Limits and Collateral, SME Lending and Retail Banking modules.

Integration of various modules such as OBDX, FCUBS, OFSAA EPM/FCCM, DIH, OBIEE, ESS, ATM/POS, etc. was also part of this implementation. The size of the implementation was significant, with 2.4 million customers, 2.5 million CASA accounts, 130 thousand loans. The implementation of these solutions helped BSP with product capabilities and STP enablers contributing to the success of the Bank's modernization initiatives. This key milestone was achieved with the joint efforts of BSP, JMR Infotech team and other partners involved in this project.

This project helped instill state-of-the-art technology that has the necessary capacity and speed to implement new products. The new system was implemented for BSP's banking operations across Papua New Guinea and Vanuatu.

The project team consisted of dedicated individuals focused on helping the Bank meet its project objectives. JMR team worked jointly with the Bank's team to ensure time-bound progress and helped in adopting a customer centric solution. We look forward to future projects alongside JMR Infotech.

For any further information or discussion, please feel free to contact me.

Sincerely,



Ronesh Dayal  
Group CFO – BSP Financial Group Limited

BSP Classification: Public

BSP Financial Group Limited

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## Recommendation Letter 5

**AMAN BANK**  
BES Group  
For Commerce & Investment  
Branch: \_\_\_\_\_



**مصرف الأمان**  
للمصرف والبنوك  
البنوك  
البنوك  
البنوك

Date: **29 SEP 2023**  
Ref No: \_\_\_\_\_

To Whomsoever it may concern

The Go-live of the Oracle FLEXCUBE UBS systems covering Core Banking operations including Commercial Lending, Limits and Collateral SME Lending, Retail Banking products including Current, Savings, Term deposits apart from Payments on **22<sup>nd</sup> Nov 2019**. The implementation of these solutions helped Bank with product capabilities and STP enablers contributing to success for Bank's transformation project. Key milestones were achieved by team work and joint efforts of Bank, JMR Infotech team and other partners

This project helped instill state-of-the-art technology that has the necessary capacity and speed to implement new products. The project was completed for **Aman Bank, Libya** covering 37 branches and more than 1 million accounts.

The project team consisted of dedicated individuals focused on helping Bank meet the goals set. JMR team worked jointly with Bank's team to ensure time-bound progress and helped in adopting the customer centric solution. We look forward to future projects alongside JMR infotech for Core, Commercial Lending and Digital requirements.

JMR project team are:

1. Krishna Jha - Project Manager
2. Amrita Mishra
3. Jigar Lodaya
4. Bhimayya T
5. Vishal Sharma

For any further information our discussion, please feel free to contact me

Yours sincerely,  
For Aman Bank, Libya



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