

## **AIUCBEF discussed Finacle 10 problems with management**

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Since the introduction of Finacle 10 (migration from Finacle 7) our employees are experiencing innumerable problems while rendering customer service sitting in the front counter. They are facing inordinate delay and facing some chronic issues while working on a system which is grossly affecting instant customer services. This at large is affecting Bank business and growth. The problems started to pour in and everyday throughout India all our Union whats app groups were full with narratives of such finacle related problems from our members.

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