

Date: 10th January, 2024

Dear Our Valued Customer and Partner,

As a strategic part of our product development roadmap, Smart Winner has discontinued the sale of Customer Service Management 10.x as of 26<sup>th</sup> April, 2022. Additions to existing systems can be ordered until 26<sup>th</sup> October, 2024. All purchased licenses will remain under manufacturer support until 26<sup>th</sup> April, 2025.

We are pleased to announce the release of our new Customer Service Management (CSM) software, version 12.x. We strongly recommend upgrading from your current version 10.x to take full advantage of the latest features and improvements.

**Key Benefits of Upgrading to CSM 12.x:**

1. **Enhanced Performance:** CSM 12.x offers significant performance improvements, including faster processing speeds and reduced latency, ensuring a more efficient and smooth user experience.
2. **Advanced Security Features:** Our latest release includes the most recent encryption standards, providing enhanced protection for your data against emerging threats.
3. **New Features And Capabilities:** CSM 12.x introduces several new features that can help Vietcombank operate in more effective and efficient ways/
4. **Improved Scalability:** A lighter runtime environment is provided, reducing the amount of resources needed for an application to run, thereby significantly increasing scalability.
5. **Greater Flexibility:** CSM 12.x supports modern architectures and frameworks, providing greater flexibility for adjusting and customizing the software to meet your business need.

We are committed to ensuring that you get the most out of our software, and we believe that upgrading to CSM version 12.x will provide substantial benefits to your operations.

Smart Winner LTD.

Yours truly,



Mr. Yeh, Chun-Ting

Position: Chairman

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