

15 March 2023



To Whom it may concern,

Cash Counting Equipment – New Currency Series 2023

We would like to take this opportunity to thank you for your support, and we trust that your cash counting devices are adding value to your operations.

The South African Reserve Bank (SARB) has advised that they will be introducing a new currency series in 2023. The new series includes changes such as new dimensions and designs.

It is expected that the New Currency Series will be introduced in Q2 2023.

With the introduction of the New Currency Series by the SARB, certain cash counting models will require upgrades to allow for the processing of the new currency series. Since being advised by the SARB, our company has been developing and testing software for the devices that require software upgrades. A large percentage of our devices can be upgraded by users on receipt of our upgrade packages. Our upgrade packages are cost effective and contain detailed instructions with direct support options for users. This method of upgrading is typically completed in under 5 minutes per device.

Once the devices software has been upgraded, we are hopeful that no further software changes will be necessary. However, it may be necessary in some circumstances to make small updates to the software at a later date.

Where a user cannot upgrade a device and or hardware adjustments are necessary, our Technical Department will advise once we are contacted. In some instances, it may not be possible to upgrade devices, as result of age or the model has been discontinued due to technological advancements. These models would typically be 10+ years old.

Our company will be ready and able to support our customers during the introduction of the New Currency Series.








Please contact our offices to arrange equipment upgrades if you have any of the models displayed on page 2 of this letter.

Thank you again for your support and we look forward to supporting you in the future.

Yours faithfully,

Cash Processing Technologies Team

Cash Counting Equipment that requires upgrade.

<u>Description Tellermate</u>	<u>Model</u>	<u>Upgrade type</u>	<u>Service offered</u>	<u>Sample Picture</u>
Tellermate	TIX1000, TIX2000 TIX3500 TIX3550	Software upgrade kit	User upgrade - upgrade kit	
Tellermate Touch	TMT001	Software upgrade kit	User upgrade - upgrade kit	
CPT Lince 600 1.5 Pocket	CPT084	Software upgrade kit	User upgrade - upgrade kit	
CPT Lince 700 1.5 Pocket	CPT123	Software upgrade kit	User upgrade - upgrade kit	
Bulk Coin Scale – 15kg	CCS009	Settings and hardware update.	Drop off Collection & Delivery On Site	
Bulk Coin Scale – 20kg	CCS002	Settings update.	Drop off Collection & Delivery On Site	
Coin Counter and Batcher	COI005	New coin template – thickness setting for new coins.	New settings to be advised.	

Please email contact details (company name, contact name, Telephone number, physical address) and the serial number of your equipment to support@cptcash.co.za and our offices will be in contact with you.