

Date: [Insert Date]

To:

[Client Name]

[Client Address]

[City, State, Zip Code]

Subject: Maintenance and Warranty Confirmation for [Core Banking System Name]

Dear [Contact Person Name],

This letter serves as formal confirmation of the maintenance and warranty terms for the [Core Banking System Name] provided by [Company Name], effective as of [Start Date].

1. Warranty Period

We warrant that the software will perform substantially in accordance with the provided functional specifications for a period of [Number] months/years from the date of final acceptance. During this period, [Company Name] will correct any verifiable system errors or defects at no additional cost.

2. Scope of Maintenance Services

Under the Maintenance Agreement, [Company Name] will provide the following services:

- Technical support via [Email/Phone/Portal] during standard business hours.
- Provision of software patches, bug fixes, and security updates.
- Periodic system health checks and performance optimization.
- Installation of minor version upgrades and regulatory compliance updates.

3. Service Level Agreement (SLA)

Response times for reported issues are categorized as follows:

- **Critical (System Down):** Response within [Number] hours.
- **High (Major Functionality Affected):** Response within [Number] hours.
- **Low (General Inquiry/Minor Bug):** Response within [Number] business days.

4. Exclusions

The warranty and maintenance do not cover issues arising from unauthorized modifications, hardware failures, third-party software interference, or misuse of the system by the user.

Please contact us at [Phone Number] or [Email Address] for any technical assistance or inquiries regarding this coverage.

Sincerely,

[Your Name]
[Your Title]
[Company Name]