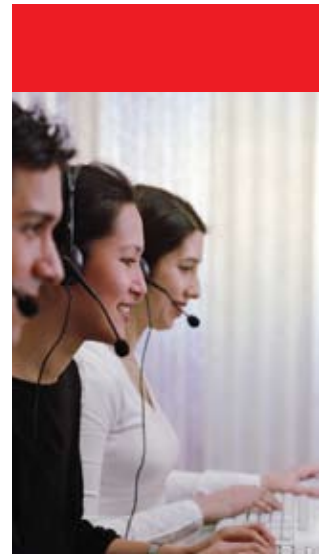


# ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy

Oracle Financial Services Software



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**ORACLE IS THE INFORMATION COMPANY**

## Oracle Financial Services Software

Maximize your support investment, unlock the full value of your Oracle Financial Services products, and control your upgrade strategy—with the industry's leading support policy.

Simple, predictable, flexible, and the most comprehensive support policy available, the Oracle Lifetime Support Policy helps drive your business success. Oracle's industry-leading support policy covers your entire technology environment, from database to middleware to applications—an industry first, only from Oracle.

Oracle's Lifetime Support Policy also puts you in control of your upgrade strategy. Our flexible support policy stages make it easier for you to plan and budget for Oracle's exclusive product upgrades. You'll enjoy continued peace of mind, knowing that we'll always be there to support your business. When it's time to upgrade, you'll have rights to major product releases, so you can benefit from Oracle's technology leadership and keep pace with the world of business.

Expect control of your technology future—with Oracle's Lifetime Support Policy.

## **Oracle Financial Services Software - Lifetime Support Policy**

With Oracle Financial Services Support, you know up front and with certainty how long your Oracle Financial Services Software products are supported. The Lifetime Support Policy provides access to technical experts for as long as you license your Oracle Financial Services products and consists of three support stages: Premier Support, Extended Support, and Sustaining Support. It delivers maximum value by providing you with rights to major product releases enabling you to take full advantage of technology and product enhancements. Your technology and your business keep moving forward together.

Premier Support provides a standard five-year support. You can extend support for an additional three years with Extended Support for specific releases or receive indefinite technical support with Sustaining Support.

### **Oracle Financial Services Premier Support**

As an Oracle customer, you can expect the best with Premier Support, our award-winning, next-generation support program. Premier Support provides you with maintenance and support of your licensed software for five years from their general availability date. You benefit from:

- Major product and technology releases
- Technical support
- Access to iSupport and the Oracle Daybreak Online Support Portal
- Program updates and fixes (as available)
- Security alerts, critical patch updates and upgrade scripts or tools (as available)
- Certification with most new Oracle products

## **Extended Support**

Your technology future is assured with Oracle's Extended Support. Extended Support lets you stay competitive, with the freedom to upgrade on your timetable. Extended Support offers an extra three years of support for specific Oracle releases for an additional fee. You benefit from:

- Major product and technology releases
- Access to iSupport and the Oracle Daybreak Online Support Portal
- Technical support
- Program updates and fixes (as available)
- Security alerts, critical patch updates and upgrade scripts or tools (as available)

## **Sustaining Support**

Sustaining Support puts you in control of your upgrade strategy. When Premier Support expires, if you choose not to purchase Extended Support, or when Extended Support expires, Sustaining Support will be available for as long as you license your Oracle Financial Services products. With Sustaining Support, you receive technical support, including access to our online support tools, knowledge bases, and technical support experts. You benefit from:

- Major product and technology releases
- Technical support
- Access to iSupport and the Oracle Daybreak Online Support Portal
- Fixes created during the Premier Support stage
- Critical patch updates and upgrade scripts or tools created during the Premier Support stage

Sustaining Support does not include:

- New Program updates and fixes
- New Security alerts, data fixes, critical patch updates and upgrade scripts or tools

For more specifics on Premier Support, Extended Support, and Sustaining Support, please refer to Oracle Financial Services Software's "Technical Support Policies."

### Oracle Daybreak Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
5.6	Oct 2000	Oct 2005	Not Available	Indefinite
8.1	May 2003	May 2008	May 2011	Indefinite
9.0	Oct 2004	Dec 2010	Oct 2012	Indefinite
9.5	Jul 2005	Dec 2010	Jul 2013	Indefinite
10.0	Feb 2006	Feb 2011	Feb 2014	Indefinite
10.5	Mar 2007	Mar 2012	Mar 2015	Indefinite
11.0	Jun 2007	Jun 2012	Jun 2015	Indefinite
11.5	May 2008	May 2013	May 2016	Indefinite
11.6	Jul 2010	Jul 2015	Jul 2018	Indefinite

### Oracle FLEXCUBE Lending and Leasing Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.5.1	Oct 2008	Oct 2013	Oct 2016	Indefinite
12.0	Apr 2009	Apr 2014	Apr 2017	Indefinite
12.1	Jul 2009	Jul 2014	Jul 2017	Indefinite
12.5	Jan 2010	Jan 2015	Jan 2018	Indefinite

### Oracle FLEXCUBE Dealer Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.0	May 2000	May 2005	May 2008	Indefinite
2.0	Jul 2001	Jul 2006	Jul 2009	Indefinite
2.1	Aug 2002	Aug 2007	Aug 2010	Indefinite
2.2	Jan 2003	Jan 2008	Jan 2011	Indefinite
2.3	Jun 2003	Jun 2008	Jun 2011	Indefinite

## Oracle FLEXCUBE Investor Services Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
4.4	Feb 2001	Feb 2006	Feb 2009	Indefinite
4.5	Jun 2001	Jun 2006	Jun 2009	Indefinite
4.6	Oct 2001	Oct 2006	Oct 2009	Indefinite
4.7	Jan 2002	Jan 2007	Jan 2010	Indefinite
5.0	Apr 2002	Apr 2007	Apr 2010	Indefinite
5.1	Nov 2002	Nov 2007	Nov 2010	Indefinite
5.2	Feb 2003	Feb 2008	Feb 2011	Indefinite
5.3	Jun 2003	Jun 2008	Jun 2011	Indefinite
5.4	Nov 2003	Nov 2008	Nov 2011	Indefinite
5.5	Mar 2004	Mar 2009	Mar 2012	Indefinite
5.6	Apr 2004	Apr 2009	Apr 2012	Indefinite
5.7	Aug 2004	Aug 2009	Aug 2012	Indefinite
5.8	Sep 2004	Sep 2009	Sep 2012	Indefinite
5.9	Oct 2004	Oct 2009	Oct 2012	Indefinite
5.10	Jan 2005	Jan 2010	Jan 2013	Indefinite
6.1	Oct 2005	Oct 2010	Oct 2013	indefinite
6.2	Feb 2006	Feb 2011	Feb 2014	indefinite
6.3	Jun 2006	Jun 2011	Jun 2014	indefinite
6.4	Oct 2006	Oct 2011	Oct 2014	indefinite
6.5	Feb 2007	Feb 2012	Feb 2015	indefinite
7.1	Jun 2007	Jun 2012	Jun 2015	Indefinite
8.0	Nov 2007	Nov 2012	Nov 2015	Indefinite
8.1	Jan 2008	Jan 2013	Jan 2016	Indefinite
8.2	May 2008	May 2013	May 2016	Indefinite
8.3	Jul 2008	Jul 2013	Jul 2016	Indefinite
8.4	Mar 2009	Mar 2014	Mar 2017	Indefinite
9.0	Jan 2010	Jan 2015	Jan 2018	Indefinite
9.1	May 2010	May 2015	May 2018	Indefinite

### Oracle FLEXCUBE Universal Banking Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
4.3	Oct 2001	Oct 2006	Oct 2009	Indefinite
4.4	Feb 2002	Feb 2007	Feb 2010	Indefinite
4.5	Apr 2002	Apr 2007	Apr 2010	Indefinite
5.0	Sep 2002	Sep 2007	Sep 2010	Indefinite
5.1	Nov 2002	Nov 2007	Nov 2010	Indefinite
5.2	Mar 2003	Mar 2008	Mar 2011	Indefinite
5.3	Jun 2003	Jun 2008	Jun 2011	Indefinite
5.4	Sep 2003	Sep 2008	Sep 2011	Indefinite
5.5	Dec 2003	Dec 2008	Dec 2011	Indefinite
6.1	Mar 2004	Mar 2009	Mar 2012	Indefinite
6.2	Jun 2004	Jun 2009	Jun 2012	Indefinite
6.2.1	Aug 2004	Aug 2009	Aug 2012	Indefinite
6.3	Sep 2004	Sep 2009	Sep 2012	Indefinite
6.4	Jan 2005	Jan 2010	Jan 2013	Indefinite
6.5	May 2005	May 2010	May 2013	Indefinite
7.0	Oct 2005	Oct 2010	Oct 2013	Indefinite
7.1	Nov 2005	Nov 2010	Nov 2013	Indefinite
7.2	Aug 2006	Aug 2011	Aug 2014	Indefinite
7.3	Jan 2007	Jan 2012	Jan 2015	Indefinite
8.0	Jun 2007	Jun 2012	Jun 2015	Indefinite

### Oracle FLEXCUBE Universal Banking Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
10.0	Feb 2008	Feb 2013	Feb 2016	Indefinite
10.1	Aug 2008	Aug 2013	Aug 2016	Indefinite
10.2	Oct 2008	Oct 2013	Oct 2016	Indefinite
10.3	Apr 2009	Apr 2014	Apr 2017	Indefinite
10.4	Jul 2009	Jul 2014	Jul 2017	Indefinite
10.5	Oct 2009	Oct 2014	Oct 2017	Indefinite
11.0	Jan 2010	Jan 2015	Jan 2018	Indefinite
11.1	Aug 2010	Aug 2015	Aug 2018	Indefinite
11.2	Dec 2010	Dec 2015	Dec 2018	Indefinite

### Oracle FLEXCUBE Direct Banking Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
C 2.1	Oct 2001	Oct 2006	Oct 2009	Indefinite
C 2.2	Jan 2002	Jan 2007	Jan 2010	Indefinite
C 2.3	Sep 2002	Sep 2007	Sep 2010	Indefinite
C 2.4	Jan 2003	Jan 2008	Jan 2011	Indefinite
J 2.5	Jun 2004	Jun 2009	Jun 2012	Indefinite
J 2.6	Nov 2004	Nov 2009	Nov 2012	Indefinite
J 2.8	Aug 2006	Aug 2011	Aug 2014	Indefinite
J 2.9	Aug 2007	Aug 2012	Aug 2015	Indefinite
J 3.0	May 2005	May 2010	May 2013	Indefinite
J 3.1	Oct 2005	Oct 2010	Oct 2013	Indefinite
J 4.1	Apr 2008	Apr 2013	Apr 2016	Indefinite
DB 5.0	Sep 2008	Sep 2013	Sep 2016	Indefinite
DB 5.1	Jan 2009	Jan 2014	Jan 2017	Indefinite
DB 5.2	Apr 2009	Aug 2014	Aug 2017	Indefinite
DB 5.3	Jul 2009	Jul 2014	Jul 2017	Indefinite
DB 6.1	Apr 2011	Apr 2016	Apr 2019	Indefinite

### Oracle FLEXCUBE Connect Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
J 2.4	Jan 2002	Jan 2007	Jan 2010	Indefinite
JF 3.2	Jan 2003	Jan 2008	Jan 2011	Indefinite
JF 3.3	Apr 2003	Apr 2008	Apr 2011	Indefinite
JF 3.5	Jan 2004	Jan 2009	Jan 2012	Indefinite
JF 3.6	Jun 2004	Jun 2009	Jun 2012	Indefinite
JF 3.7	May 2005	May 2010	May 2013	Indefinite
JN 4.0	Jan 2006	Jan 2011	Jan 2014	Indefinite
JN 4.1	Apr 2006	Apr 2011	Apr 2014	Indefinite
JN 4.2	Nov 2006	Nov 2011	Nov 2014	Indefinite
JN 4.3	Jul 2007	Jul 2012	Jul 2015	Indefinite
JN 4.4	Apr 2008	Apr 2013	Apr 2016	Indefinite

### Oracle FLEXCUBE Core Banking Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
4.5	Oct 2001	Oct 2006	Oct 2009	Indefinite
5.4	Sep 2002	Sep 2007	Sep 2010	Indefinite
5.8	Jun 2003	Jun 2008	Jun 2011	Indefinite
6.1	Oct 2003	Oct 2008	Oct 2011	Indefinite
6.2	Feb 2004	Feb 2009	Feb 2012	Indefinite
6.6	Aug 2005	Aug 2010	Aug 2013	Indefinite
6.9	Nov 2006	Nov 2011	Nov 2014	Indefinite
CO1.2	Mar 2006	Mar 2011	Mar 2014	Indefinite
CO2.0	Sep 2006	Sep 2011	Sep 2014	Indefinite
CO2.1	Jan 2007	Jan 2012	Jan 2015	Indefinite
CO2.2	May 2007	May 2012	May 2015	Indefinite
CO2.4	Sep 2007	Sep 2012	Sep 2015	Indefinite
CO3.0	Aug 2008	Aug 2013	Aug 2016	Indefinite

### Oracle FLEXCUBE Core Banking Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CZ2.2.1	Jan 2008	Jan 2013	Jan 2016	Indefinite
CO 3.1	Jan 2009	Jan 2014	Jan 2017	Indefinite
CO 3.2	Jul 2009	Jul 2014	Jul 2017	Indefinite
CO 4.0	Jan 2010	Jan 2015	Jan 2018	Indefinite
CO 4.1	Mar 2010	Mar 2015	Mar 2018	Indefinite
CO 4.2	Jul 2010	Jul 2015	Jul 2018	Indefinite
CO 4.3	Apr 2011	Apr 2016	Apr 2019	Indefinite

### Oracle FLEXCUBE Messaging Hub Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.3	Nov 2008	Dec 2013	Dec 2016	Indefinite
2.1	Mar 2009	Mar 2014	Apr 2017	Indefinite

### Oracle FLEXCUBE REMIT Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.0	Apr 2007	Apr 2012	Apr 2015	Indefinite
2.0	Apr 2009	May 2014	May 2017	Indefinite
3.0	Jan 2009	Jan 2014	Jan 2017	Indefinite

### Oracle FLEXCUBE @ EBPP Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.1	Sep 2002	Sep 2007	Sep 2010	Indefinite
1.4	Nov 2002	Nov 2007	Nov 2010	Indefinite
1.5	Jan 2003	Jan 2008	Jan 2011	Indefinite
1.7	Dec 2003	Dec 2008	Dec 2011	Indefinite
1.7.10	Dec 2005	Dec 2010	Dec 2013	Indefinite
1.7.12	Mar 2006	Mar 2011	Mar 2014	Indefinite
1.8	Dec 2007	Dec 2012	Dec 2015	Indefinite

## Oracle FLEXCUBE Private Banking Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.4	May 2008	May 2013	May 2016	Indefinite
1.5	Jul 2008	Jul 2013	Jul 2016	Indefinite
1.6	Sep 2008	Sep 2013	Sep 2016	Indefinite
1.7	Dec 2008	Dec 2013	Dec 2016	Indefinite
1.8	May 2009	May 2014	May 2017	Indefinite

Licensed products that include component modules will all follow the same support timeframes. For example, Oracle FLEXCUBE Universal Banking offers many modules as outlined on [www.oracle.com](http://www.oracle.com) (search on Financial Services Products). Microbanker products not listed will receive indefinite Sustaining Support.

## Oracle Mantas Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Mantas Behavior Detection Platform 4.1x	Feb 2005	Dec 2007	Not Available	Indefinite
Mantas Behavior Detection Platform 4.3	Apr 2006	Mar 2009	Mar 2012	Indefinite
Mantas Behavior Detection Platform 5.0	Dec 2006	Mar 2010	Mar 2013	Indefinite
Mantas Behavior Detection Platform 5.5	Jul 2007	Sep 2011	Sep 2014	Indefinite
Mantas Behavior Detection Platform 5.7	Mar 2008	Aug 2012	Aug 2015	Indefinite
Oracle Mantas Behavior Detection Platform 5.7.1	Jul 2008	Jul 2013	Jul 2016	Indefinite
Oracle Mantas Behavior Detection Platform 5.7.2	Dec 2008	Dec 2013	Dec 2016	Indefinite
Oracle Mantas Behavior Detection Platform 5.8	Oct 2009	Oct 2014	Oct 2017	Indefinite
Oracle Mantas Behavior Detection Platform 5.8.1	Feb 2010	Feb 2015	Feb 2018	Indefinite
Oracle Mantas Behavior Detection Platform 5.9	May 2011	May 2016	May 2019	Indefinite
Mantas Know Your Customer 1.0	Feb 2008	May 2012	Not Available	Indefinite
Mantas Know Your Customer 1.1	Feb 2009	Apr 2013	Apr 2016	Indefinite
Oracle Mantas Know Your Customer 1.2	Aug 2010	Aug 2015	Not Available	Indefinite
Mantas Watch List Management 1.1	Jun 2006	Mar 2010	Not Available	Indefinite
Mantas Watch List Management 1.2	May 2008	Aug 2012	Not Available	Indefinite

## Oracle Mantas Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Mantas Compliance Dashboards 1.0	Jul 2006	Mar 2010	Not Available	Indefinite
Mantas Compliance Dashboards 1.1	Mar 2008	Aug 2012	Not Available	Indefinite
Oracle Mantas Compliance Dashboards 1.2	Sep 2008	Aug 2012	Not Available	Indefinite
Mantas Transaction Query Utility 1.0	Jun 2008	Aug 2012	Not Available	Indefinite
Mantas Order and Trade Query Utility 1.0	Jun 2008	Aug 2012	Not Available	Indefinite
Oracle Mantas 6.0	Mar 2011	Mar 2016	Not Available	Indefinite
Oracle Mantas Behavior Detection Platform 5.8.3	Sep 2010	Sep 2015	Sep 2018	Indefinite
Oracle Mantas Behavior Detection Platform 5.8.0.2 ECTC	Jan 2011	Jan 2016	Jan 2019	Indefinite
Mantas Regulatory Reporting 1.0	Oct 2009	Oct 2014	Not Available	Indefinite
Mantas Regulatory Reporting 1.1	Oct 2010	Oct 2015	Not Available	Indefinite

Releases not defined above will receive indefinite Sustaining Support. Components listed below are licensed solutions that depend and are packaged with Mantas Behavior Detection Platform. Components fall under the same terms and support timeframes as the corresponding platform. Oracle Price List states Platforms are required to be licensed only once.

Mantas Behavior Detection Platform Components: Mantas Anti-Money Laundering, Mantas Trading Compliance, Mantas Broker Compliance, Mantas Fraud, Mantas Anti-Money Laundering Enterprise Edition, Mantas Trading Compliance Enterprise Edition, Mantas Broker Compliance Enterprise Edition, Mantas Fraud Enterprise Edition, Mantas Case Management, Mantas Anti-Money Laundering Regulatory Reporting, Mantas Anti-Money Laundering Electronic Filing, Mantas Trade Blotter.

## Oracle Reveleus Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Reveleus aCRM 3.0	Dec 2008	Dec 2013	Dec 2016	Indefinite
Reveleus Asset Liability Management Solution 2.7	Jun 2006	May 2011	Not Available	Indefinite
Reveleus Asset Liability Management Solution 3.4	May 2007	May 2012	Not Available	Indefinite
Reveleus Basel II 3.0	Jul 2006	Jul 2011	Not Available	Indefinite
Reveleus Basel II 3.5	Jun 2007	Jun 2012	Not Available	Indefinite
Reveleus Basel II 4.0	Feb 2008	Feb 2013	Not Available	Indefinite
Oracle Reveleus Basel II 4.5	Mar 2009	Mar 2014	Not Available	Indefinite
Oracle Reveleus Basel II Dashboards V 1.0	Apr 2009	Mar 2014	Not Available	Indefinite
Reveleus Credit Risk-Economic Capital Dashboards V 1.0	May 2008	May 2013	Not Available	Indefinite
Reveleus Customer Profitability 2.2	Nov 2005	Nov 2010	Not Available	Indefinite
Reveleus Economic Capital - Credit Risk 1.0	Feb 2008	Feb 2013	Not Available	Indefinite
Reveleus Economic Capital - Operational Risk 1.5	May 2008	May 2013	Not Available	Indefinite
Reveleus Enterprise Financial Performance 2.7	Apr 2006	Apr 2011	Apr 2014	Indefinite
Reveleus Funds Transfer Pricing 3.0	Dec 2006	Dec 2011	Dec 2014	Indefinite
Reveleus GL Reconciliation 2.7	Apr 2006	Apr 2011	Apr 2014	Indefinite
Reveleus Market Risk Dashboards V1.0	Mar 2008	Mar 2013	Not Available	Indefinite
Reveleus Operational Risk 4.0	Sep 2006	Sep 2011	Not Available	Indefinite
Reveleus Operational Risk 4.3	Jan 2008	Jan 2013	Jan 2016	Indefinite
Oracle Reveleus Operational Risk 4.5	Mar 2009	Mar 2014	Mar 2017	Indefinite
Oracle Reveleus Operational Risk Economic Capital Dashboards V1.0	Dec 2008	Dec 2013	Not Available	Indefinite

## Oracle Reveleus Releases (continued)

Releases	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Reveleus ORTOS 3.0	Apr 2005	Apr 2010	Not Available	Indefinite
Reveleus ORTOS 3.3	Feb 2006	Jan 2011	Not Available	Indefinite
Reveleus Platform 5.2.7i	Jan 2006	Jan 2011	Not Available	Indefinite
Reveleus Platform 5.2.8	May 2006	May 2011	Not Available	Indefinite
Reveleus Platform 5.2.8 SP1	Jul 2006	Jul 2011	Jul 2014	Indefinite
Reveleus Platform 5.4.2	Mar 2007	Mar 2012	Not Available	Indefinite
Reveleus Platform 5.4.2.1	May 2007	May 2012	Not Available	Indefinite
Reveleus Platform 5.4.3	Aug 2007	Aug 2012	Not Available	Indefinite
Reveleus Platform 5.4.4 SP1	Apr 2008	Apr 2013	Apr 2016	Indefinite
Reveleus Retail Credit Risk Analytics 2.5	Mar 2006	Mar 2011	Not Available	Indefinite
Reveleus Retail Portfolio Risk Models and Pooling 3.4	Nov 2007	Nov 2012	Nov 2015	Indefinite
Reveleus Platform 5.5.1	Dec 2009	Dec 2014	Not Available	Indefinite
Oracle Financial Services Analytical Applications Infrastructure 7.0-7.1	Oct 2009	Oct 2014	Not Available	Indefinite
Oracle Financial Services Analytical Applications Infrastructure 7.2	Aug 2010	Aug 2015	Aug 2018	Indefinite
Reveleus Basel II 5.0 (Basic and Advanced)	Dec 2009	Dec 2014	Dec 2017	Indefinite
Reveleus Operational Risk Economic Capital 2.0	Aug 2010	Aug 2015	Aug 2018	Indefinite
Reveleus Liquidity Risk Management 1.5	Dec 2010	Dec 2015	Dec 2018	Indefinite
Financial Services Pricing Management, Capital Charge Component 1.0	Nov 2010	Nov 2015	Nov 2018	Indefinite
Reveleus Economic Capital - Credit Risk 1.1	Jan 2010	Jan 2015	Jan 2018	Indefinite
Reveleus Market Risk 2.0	Jan 2009	Jan 2014	Not Available	Indefinite
Reveleus Market Risk 2.5	May 2009	May 2014	May 2017	Indefinite
Reveleus ICAAP Assessment 1.0	Feb 2009	Feb 2014	Feb 2017	Indefinite

### Oracle Reveleus Releases (continued)

Releases	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Financial Services Analytical Applications Reconciliation Framework 3.0	Jan 2010	Jan 2015	Jan 2018	Indefinite
Reveleus Channel Analytics	Aug 2007	Aug 2012	Aug 2015	Indefinite
Reveleus Corporate Credit Risk 2.7	Aug 2007	Aug 2012	Aug 2015	Indefinite
Reveleus Retail Credit Risk 2.7	Aug 2007	Aug 2012	Aug 2015	Indefinite
Reveleus Basel II Analytics 1.3	Feb 2011	Feb 2016	Feb 2019	Indefinite
Reveleus ICAAP Analytics 1.0	Feb 2009	Feb 2014	Feb 2017	Indefinite
Reveleus Market Risk Analytics 2.0	Jan 2009	Jan 2014	Not Available	Indefinite
Reveleus CRM Analytics 1.0	Dec 2008	Dec 2013	Dec 2016	Indefinite
Oracle Reveleus Operational Risk 4.6	Aug 2009	Aug 2014	Not Available	Indefinite
Oracle Reveleus Operational Risk 4.6.1	Dec 2009	Dec 2014	Not Available	Indefinite
Oracle Reveleus Operational Risk 4.7	Oct 2010	Oct 2015	Not Available	Indefinite

Releases not defined above will receive indefinite Sustaining Support.

## Lifetime Support Policy: Our Commitment to Deliver a Superior Ownership Experience

Now, you can have even greater peace of mind knowing that your business strategy is driving your upgrade strategy with more control, choice, and certainty. All this translates into Superior Ownership Experience—available only with the industry’s most advanced support offering Oracle Lifetime Support.

### **CONTACT US**

For more information on the Oracle Financial Services Lifetime Support Policy, please visit

**[oracle.com/support](http://oracle.com/support)**

This document is for informational purposes only and may not be incorporated into a contract. Technical Support Services are provided in accordance with Oracle’s Technical Support Policies, which can be accessed at [oracle.com/support/policies.html](http://oracle.com/support/policies.html) (please recheck if OFSS support Technical support policy is same as Oracle TSP. Oracle is under no obligation to develop any future programs or functionality. Policies and offers documented in this brochure may undergo change, please refer to [Oracle.com/support](http://Oracle.com/support) for the latest updates.



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