



NEWS RELEASE

For Immediate Release

CIBC FIRSTCARIBBEAN EXTENDS OPENING HOURS IN PHASE 3

Bridgetown, May 15, 2020: As Barbados moves into phase 3 of the Covid recovery process and more businesses reopen, CIBC FirstCaribbean will be extending its opening hours to accommodate customers and facilitate business transactions.

As of Monday 18th May, all the branches that have remained open during the Covid lockdown will extend banking hours from 9 am to 3 pm Monday to Friday. Branches at Oistins, Sunset Crest and Broad Street will remain closed until further notice.

The alphabetical system of visiting the bank will remain, however there will now be no division between morning and afternoon for those using the banking services. As long as your letter is on a specific day, you may conduct your banking business between 9 am and 3 pm. There will be no extended hours on Fridays.

Monday	Tuesday	Wednesday	Thursday	Friday
9 am - 3 pm	9 am - 3 pm	9 am - 3 pm	9 am - 3 pm	9 am - 3 pm
Persons whose surnames begin with A-B	Seniors & Disabled	Persons whose surnames begin with C-D-E-F-S-T-U-V-W-X-Y-Z	Persons whose surnames begin with G-H-I-J-K Health Care & other Essential Workers	Persons whose surnames begin with L-M-N-O-P-Q-R

CIBC FirstCaribbean has also sought to relieve the burden of fees on senior and junior customers with accounts that cater specifically to these two ages groups.

“For clients who may have reached the eligible age, and are single account holders, we are presently updating their accounts to transition them to a seniors account which would not incur maintenance fees. We have completed that process for those 65 and over and are in the process of doing so for those account holders that are 60 and older.” stated Donna Wellington Managing Director for Barbados.

“However, this would not apply to those accounts that carry multiple signatories, one of whom may be younger than age 60,” she explained.

CIBC FirstCaribbean also offers a junior 'student' account that carries no monthly service fee. Called the Sure Start account, it is designed to give children a head start on their savings and seeks to instil a culture of saving and managing money among children under the age of 17. However, an adult is required as a joint account holder to set up the account and it provides for a cash bonus for the account holder on opening.

The bank's clients are encouraged to continue to make use of the digital channels offered by the bank. Seniors can opt for direct deposit of their pension cheques straight to their accounts that will eliminate them having to stand in long lines. Online banking gives ease of banking from the comfort of your home at any time and customers can still use the ABM for deposits and withdrawals and the fast deposit box that will allow for quick entry and exit at the bank.

Ends

About CIBC FirstCaribbean

CIBC FirstCaribbean is a relationship bank offering a full range of market leading financial services through our Corporate and Investment Banking, Retail and Business Banking and Wealth Management segments. We are located in sixteen (16) countries around the Caribbean, providing the banking services that fit our customers' lives through approximately 3,000 employees in 68 branches and offices. We are one of the largest regionally listed financial services institutions in the English and Dutch speaking Caribbean, with over US\$11 billion in assets and market capitalization of US \$2 billion. We also have an office in Hong Kong. The face of banking is changing throughout the world and CIBC FirstCaribbean intends to lead these changes with the expertise, integrity and knowledge gained from banking in the Caribbean since 1836.

CIBC FirstCaribbean is a member of the CIBC Group. CIBC is a leading Canadian-based global financial institution with 11 million personal banking and business clients. Through our three major business units - Retail and Business Banking, Wealth Management and Capital Markets - CIBC offers a full range of products and services through its comprehensive electronic banking network, branches and offices across Canada with offices in the United States and around the world.

For more information about CIBC FirstCaribbean, visit www.cibcfcb.com, Facebook: CIBCFIB, Twitter: CIBC_FCIB, LinkedIn: CIBC FirstCaribbean International Bank, Instagram: CIBC FirstCaribbean, YouTube: CIBC FirstCaribbean

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