

CIBC FIRSTCARIBBEAN IMPLEMENTS OPERATIONAL PRECAUTIONS AGAINST THE CORONAVIRUS

Kingstown, St Vincent & Grenadines, May 13, 2020 - In response to the novel coronavirus (COVID-19), CIBC FirstCaribbean continues to incorporate a range of operational measures to protect its staff and clients from risks associated with the spread of the coronavirus, COVID-19.

“We continue to take steps to ensure the safety and well-being of our staff while maintaining a fully operational branch,” said the bank’s Country Manager Shelly-Anne Samuel. “The measures build on existing internal guidelines and constant communication with our staff, giving them advice about the virus to minimize the spread of the COVID-19 virus.”

Samuels further noted: “We also want to make our customers and the public aware of the steps we have taken to protect them as well we our employees while maintaining an uninterrupted level of first-class customer service that people have come to expect from us.”

“All staff have been equipped with sanitizers, masks and gloves, and we have increased the supply of hand sanitizer available in our branch for clients in the main hall. We have limited the number of clients to 15 persons entering the branch at any one time. All contact surfaces in our branch, including ATM screens and keypads, are cleaned daily by a cleaning agency,” Ms. Samuel said.

She added that “glass partitions were installed at teller stations as a safety precaution between clients and staff during interactions/transaction activity and we have implemented the six feet spacing lines placed on the floor in the banking hall.”.

The branch also recently donated \$27,000 EC to the Minister of Health, Wellness and Environment, the Honourable Robert T.L.V. Browne, primarily for the purchase of COVID testing kits.

Please also note that during COVID-19 the hours of operation at the branch as are follows (until further notice):

- Monday - Thursday: 8:00 a.m. to 12:00 p.m. (Noon)
- Friday: 8 a.m. to 1:00 p.m.

To learn more about COVID-19 updates in St Vincent and the Grenadines, please visit the Ministry of Health, Wellness and Environment at <http://health.gov.vc/health/index.php/c>.

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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.cibcfib.com, [Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#) or [YouTube](#).

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