



FIRSTCARIBBEAN
INTERNATIONAL BANK

FirstCaribbean International Bank is a member of the CIBC Group.





FIRSTCARIBBEAN
INTERNATIONAL BANK

Presentation to the FirstCaribbean Group Annual General Meeting

2011 March 24

FirstCaribbean International Bank is a member of the CIBC Group.



Agenda

- **Summary**
- Strategy
- Performance Metrics
- Operating Performance
- Conclusion

Summary

- ◆ 2010 was an economically challenging year for the Caribbean
 - Fewer tourist arrivals and lower spend-per-head
 - Economic stagnation and low interest rates
 - Stressed credit conditions in the banking sector
- ◆ FirstCaribbean's core franchise remains strong
 - Capital asset ratio of 22% – well in excess of statutory requirements
 - Bank is well positioned for growth
- ◆ Majority owned by CIBC, one of the most well-capitalised banks in North America

FirstCaribbean International Bank is a member of the CIBC Group.



Agenda

- Summary

- **Strategy**

- Performance Metrics

- Operating Performance

- Conclusion

Strategy

The bank's strategy has five key elements

Client Value

- Enhance the relationships, service and products we deliver to clients to enable increased earnings and return on capital

Diversification

- Diversify our income streams and geographic footprint

Balance Sheet Management

- Numerous initiatives to optimise return for risk taken

Productivity and Control

- Improve our productivity – reengineer inefficient processes to enhance client experience and control

CIBC Partnership

- Leverage our relationship with CIBC to bring best practice and enhance client experience

FirstCaribbean International Bank is a member of the CIBC Group.



Agenda

- Summary
- Strategy
- **Performance Metrics**
- Operating Performance
- Conclusion



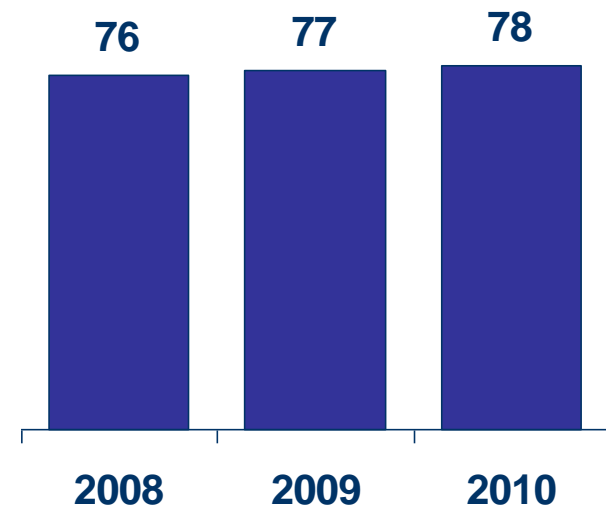
Customer

The bank continues to improve customer experience

- ◆ First regional bank to offer mobile banking
- ◆ Enhanced internet banking functionality and introduced online product applications
- ◆ Upgraded Automatic Banking Machines (ABMs)
- ◆ Reduced account opening to between 15 and 20 minutes from about an hour

Customer Satisfaction Index

Percent



FirstCaribbean International Bank is a member of the CIBC Group.

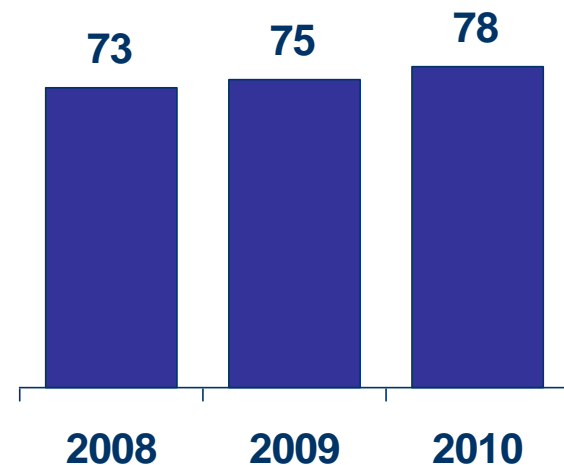


Our People

The bank renewed focus on opportunities for employees to grow and develop

- ◆ Leadership and succession planning
- ◆ Employee development
- ◆ Employee communication
- ◆ Performance management
- ◆ Improving employee benefits

Employee Satisfaction Index
Percent



FirstCaribbean International Bank is a member of the CIBC Group.



Community Partnership

The bank again invested 1% of profit in community causes

- ◆ Unsung Heroes
- ◆ Staff volunteerism: Adopt -a-Cause
- ◆ University of the West Indies
- ◆ Youth Entrepreneurship

FirstCaribbean International Bank is a member of the CIBC Group.



Agenda

- Summary
- Strategy
- Performance Metrics
- **Operating Performance**
- Conclusion

Financial Summary

Net Income	US\$157 Million
Earnings per Share	US 10.3 cents
Regulatory Capital	22%
Return on Equity	10.2%

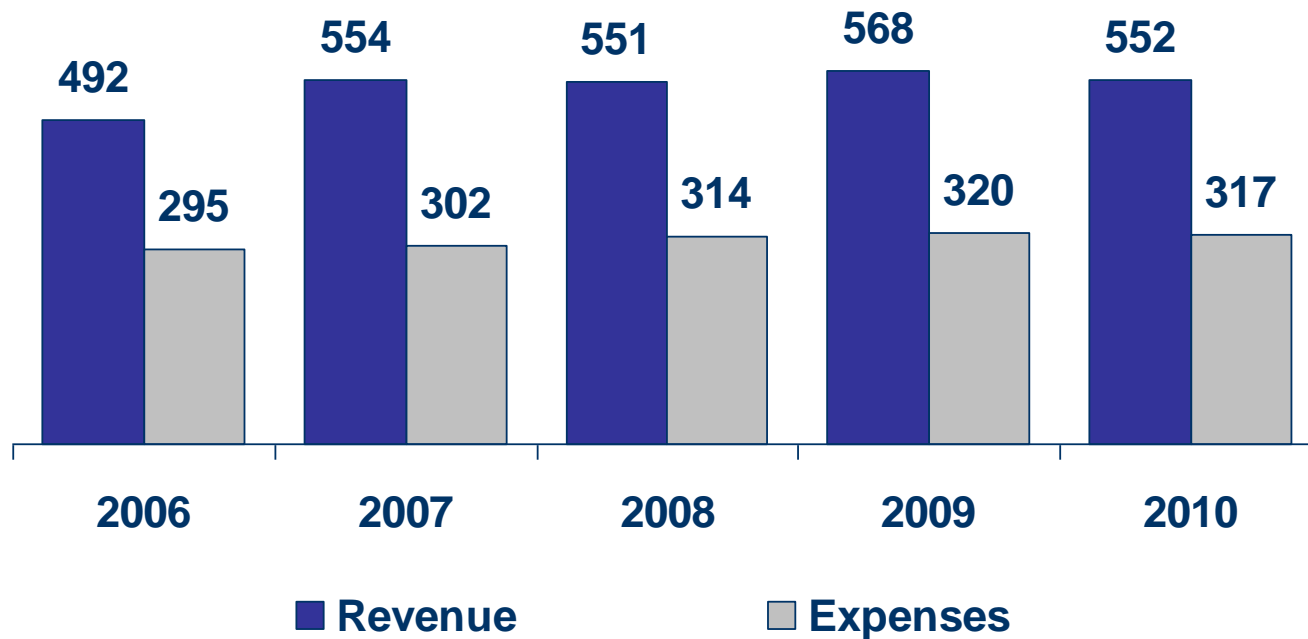
FirstCaribbean International Bank is a member of the CIBC Group.





Total Revenue and Operating Expenses

US\$ millions



2007 normalised for one-off items

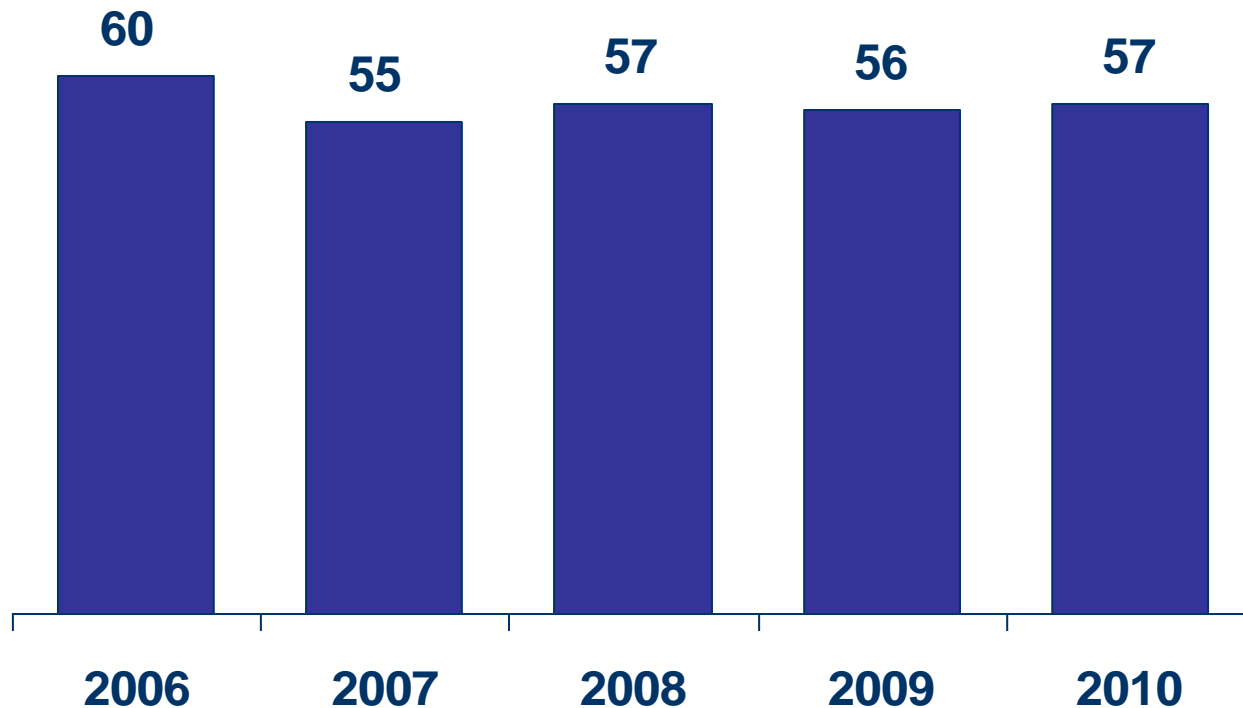
FirstCaribbean International Bank is a member of the CIBC Group.





Productivity – Cost to Income Ratio

Percent



2007 normalised for one-off items

FirstCaribbean International Bank is a member of the CIBC Group.





Loans and Advances to Customers and Customer Deposits

US\$ millions



FirstCaribbean International Bank is a member of the CIBC Group.



Summary

- ◆ 2010 was an economically challenging year for the Caribbean
- ◆ FirstCaribbean's core franchise remains strong
 - Capital asset ratio of 22% – well in excess of statutory requirements
 - Bank is well positioned for growth
- ◆ Majority owned by CIBC, one of the most well-capitalised banks in North America
- ◆ Continued economic uncertainty in 2011, but signs of economic recovery



FIRSTCARIBBEAN
INTERNATIONAL BANK

Presentation to the FirstCaribbean Group Annual General Meeting

2011 March 24

FirstCaribbean International Bank is a member of the CIBC Group.





FIRST CARIBBEAN
INTERNATIONAL BANK

FirstCaribbean International Bank is a member of the CIBC Group.

