



FirstCaribbean
International Bank

Presentation to the Annual General Meeting

Rik Parkhill, Chief Executive Officer

March 22, 2012

- **Summary**
- Performance Metrics
- Operating Performance
- Business Organisation
- Conclusion

- ◆ 2011 was an economically challenging year for the Caribbean
 - Increase in tourist arrivals, but 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
 - Acquired CIBC Bank and Trust (Cayman) Limited and CIBC Trust Company (Bahamas) Limited

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The bank continues to improve customer experience



- Opened new model branch in Wildey, Barbados offering tailored experiences to each client segment
- Introduced Bill Payment on Mobile Banking
- Launched e-cheque to allow simpler electronic commercial payments
- Deepened our advisory services for institutional clients

CIBC FirstCaribbean represents the proud heritage and uniqueness of the Caribbean region, backed by the financial strength of CIBC

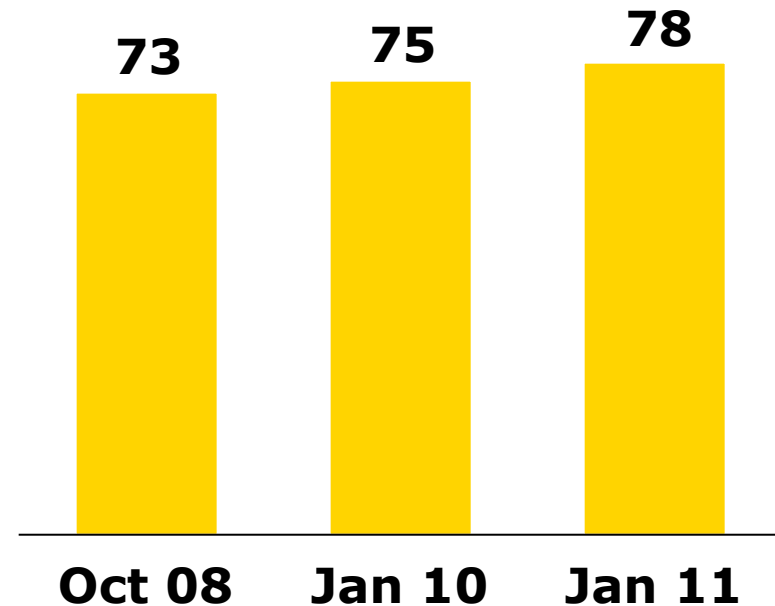


- Launched June 20th 2011
- Combined the strength of the two powerful brands of both CIBC and FirstCaribbean
- CIBC named the fourth strongest bank in the world by Bloomberg Markets magazine in May of 2011

The bank remained focused on opportunities to assist employees to grow and develop

- Training in new products, customer service and leadership development
- Redesigned performance management process

Employee Satisfaction Index *Percent*



The bank again invested 1% of profit in community causes



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

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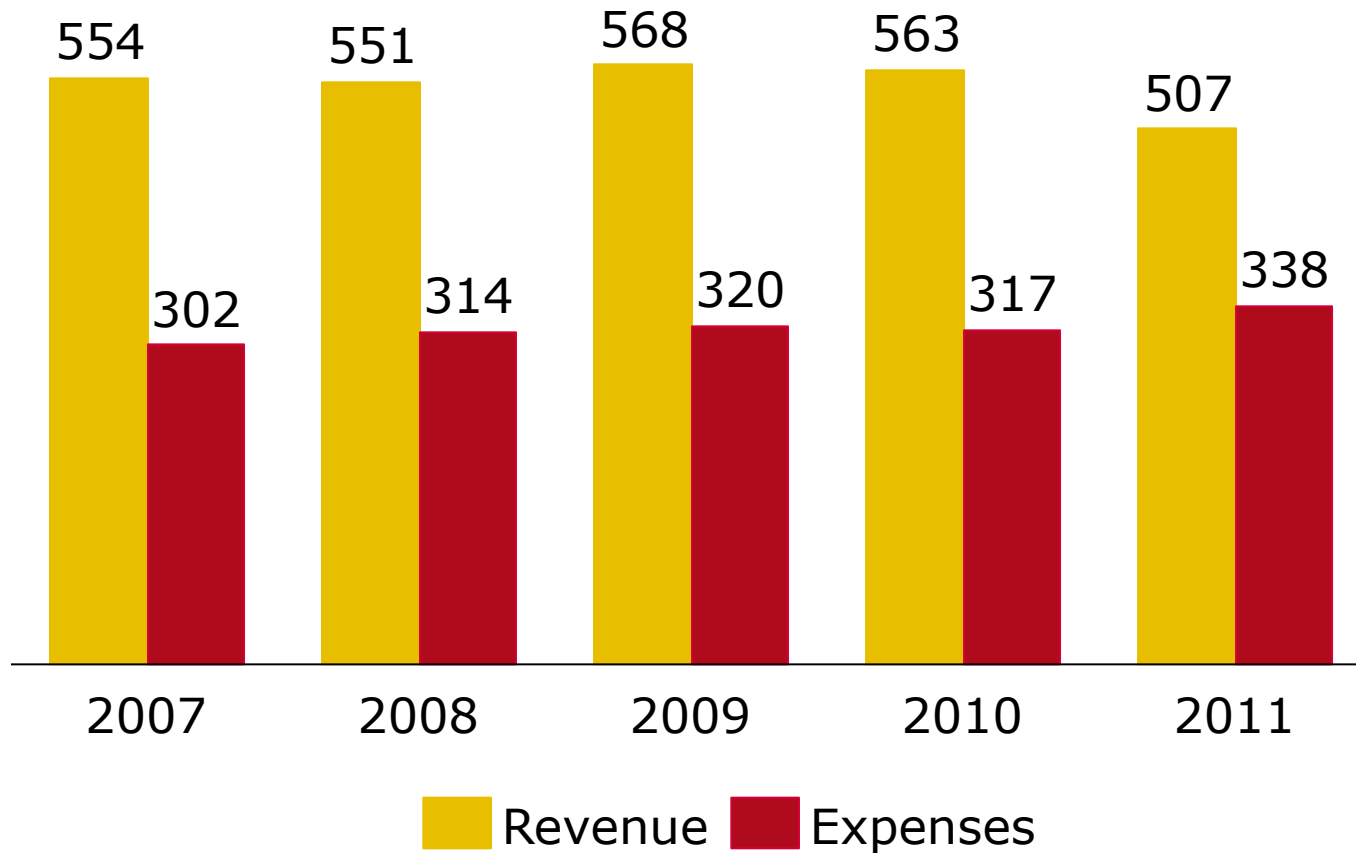
	2007	2008	2009	2010	2011
Net Income* (US\$ millions)	209	180	157	117	73
Earnings per Share (US Cents)	16.8	11.5	11.2	10.1	4.6
Dividends per Share(US Cents)	6.3	6.0	6.0	6.0	4.5
Regulatory Capital	17%	20%	22%	22%	22%
Return on Equity	16.3%	13.3%	12.3%	10.2%	4.6%

Given the current economic environment, management believes it prudent to reduce dividend levels until earnings demonstrate sustainable improvement

* Adjusted for one-off items

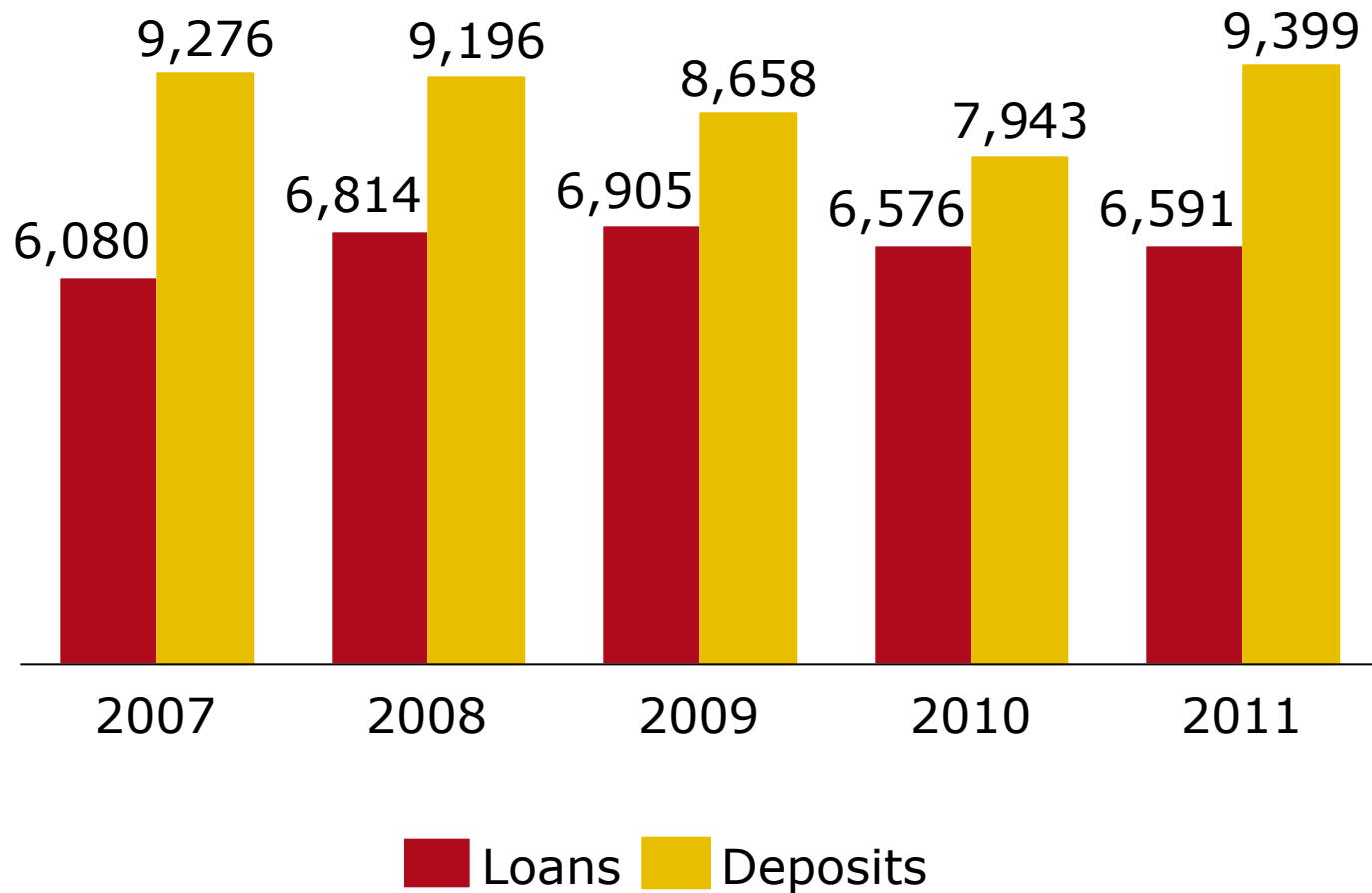
TOTAL REVENUE AND OPERATING EXPENSES

US\$ millions

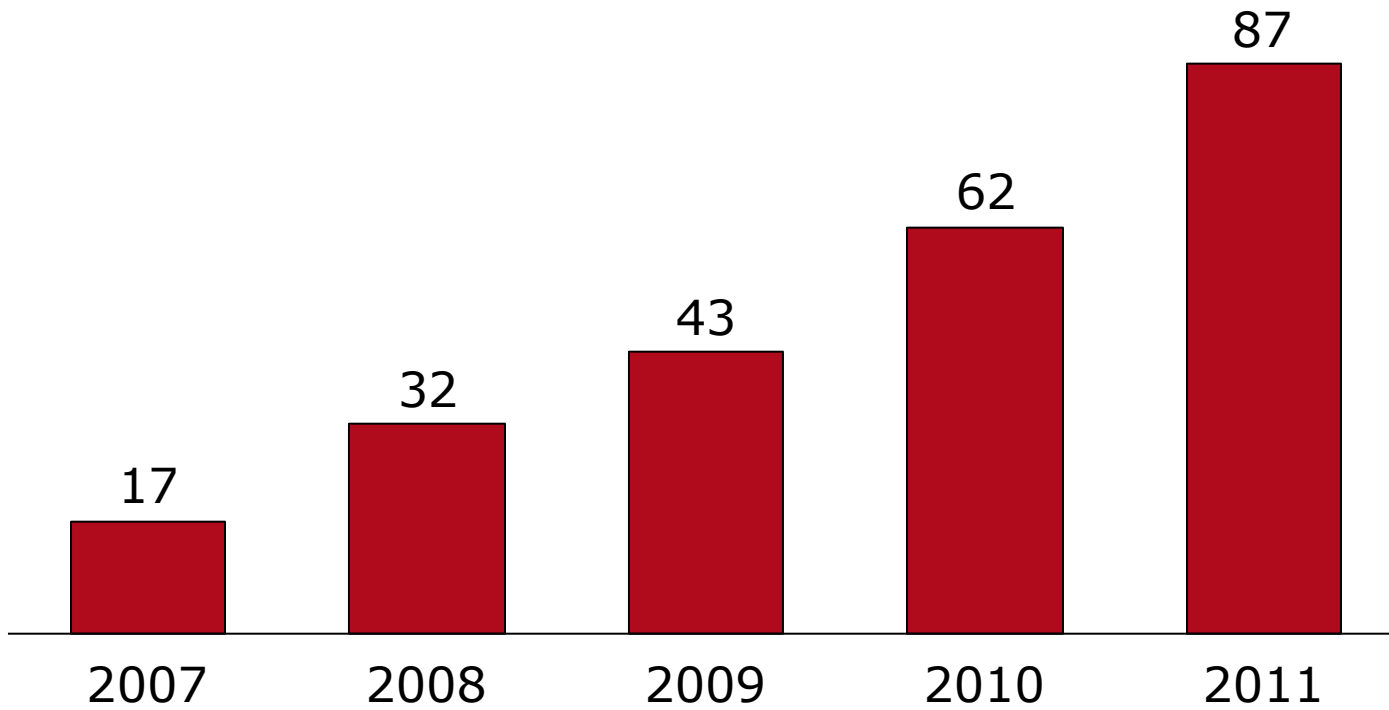


2007 normalised for one-off items greater than US\$50 million

US\$ millions



US\$ millions



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Mr. Trevor Torzsas

Charged with enhancing client service across the business – focus on developing a penchant for client service



Mr. Rolf Phillips

Leading Retail Banking, Small Business and Cards



Mr. Ian Chinapoo

Leading an integrated Investment Banking and Corporate Lending business line



Mr. Mark Young

Leading Wealth Management – International Banking and Private Banking



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- ◆ 2011 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
- ◆ Continued economic uncertainty in 2012



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