



FirstCaribbean  
International Bank

# Presentation to the Annual General Meeting

Presented by: Colette Delaney, Chief Executive Officer  
March 6<sup>th</sup>, 2020

## FINANCIAL SUMMARY

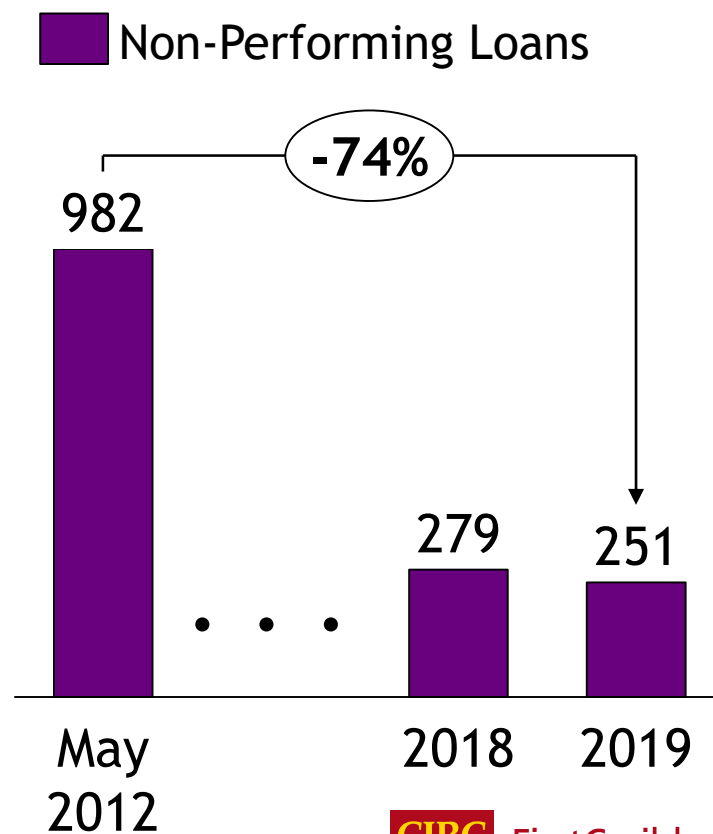
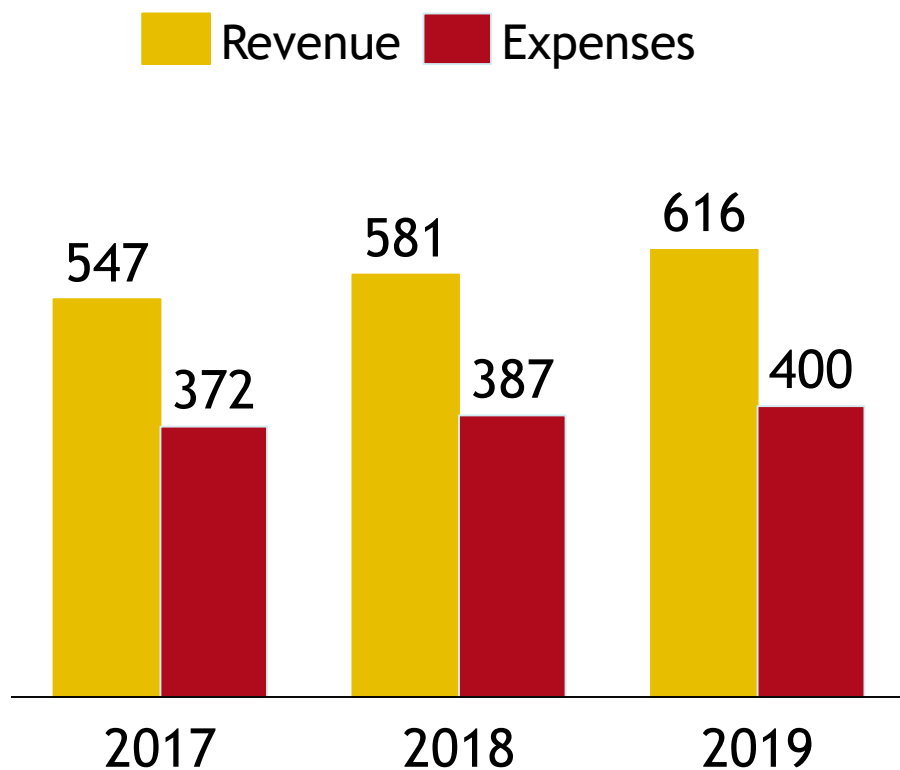
In 2019 CIBC FirstCaribbean reported Net Income of US\$ 170.5 million translating to earnings per share of 10.5 US cents

Financial Trend					
	2015	2016	2017	2018	2019
Net Income [US\$ millions]	98	143	142	101	171
Regular Dividends per Share [US Cents]	3.5	4.5	5.0	5.0	5.0
Special Dividends per Share [US Cents]	6.3	-	-	12.7	1.6
Regulatory Capital	23%	21%	20%	16%	16%

## FINANCIAL SUMMARY

Credit quality continued to improve, and Non-Performing loans ended the year at \$251 million or 3.9% of gross loans

*US\$ millions*



## QUARTERLY PERFORMANCE

Quarterly Financial Trend [US\$ millions]					
	Q1 '19	Q2 '19	Q3 '19	Q4 '19	<b>Q1 '20</b>
Net Income	23	51	49	48	<b>51</b>
Revenue	154	151	155	156	<b>159</b>
Operating Expenses	99	99	102	100	<b>101</b>
Credit Loss Expenses	7	(7)	(1)	4	<b>4</b>
Loans & Advances	5,918	6,045	6,129	6,145	<b>6,238</b>
Deposits & Other Borrowed Funds	10,049	10,068	10,090	10,026	<b>10,683</b>

## STRATEGIC PRIORITIES

### CIBC FirstCaribbean is delivering against our four strategic priorities



- ▶ Grow our share of wallet with our existing clients and attract new clients; perfect our sales and service capability by making it personalised, responsive and easy



- ▶ Deliver digital capabilities across our sales and delivery channels to provide a modern omni-channel banking experience



- ▶ Optimise our process and cost structure by simplifying the way we do business



- ▶ Invest in our people

## FOCUSING ON CLIENT RELATIONSHIPS

We are dedicated to growing our share of wallet with our existing clients and attracting new clients by further improving our sales and service capability

### Client 1<sup>st</sup>



- Launched client first standards - all staff completed training
- Well received by clients - already experiencing an increase in positive client feedback
- Objective is to embed and sustain in 2020 and beyond



## MODERN EVERYDAY BANKING EXPERIENCE

Our modern omni-channel banking experience is taking shape

### Your time is precious

Did you know you can use Online Banking or our Mobile App to:

- ✓ Monitor account balances
- ✓ Transfer funds and so much more!

Bank from anywhere, on your time!



- Expanded suite of fund transfer options including international wires
- Transaction alerts delivered to phone or by email



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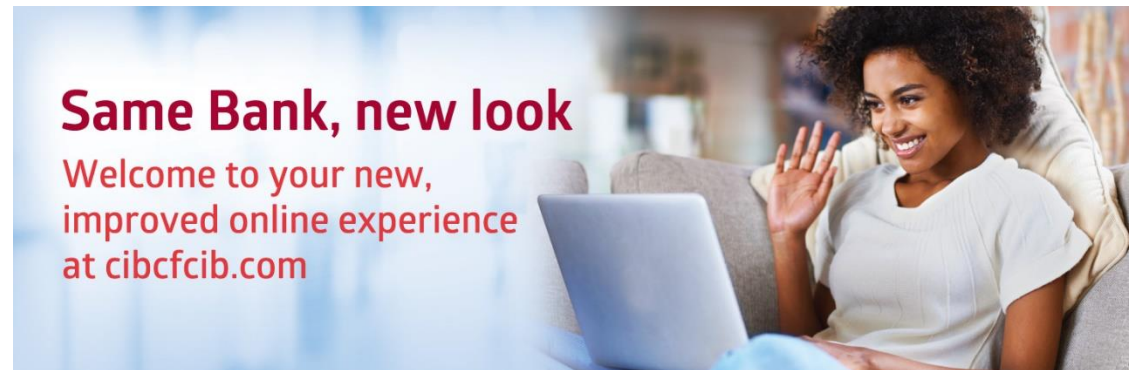


## MODERN EVERYDAY BANKING EXPERIENCE

Our modern omni-channel banking experience is taking shape



- Cayman Islands Sales and Service Mini Branch concept launched at Health City
- cibcfib.com relaunched on a stand-alone platform with a modern, responsive design



## SIMPLIFICATION

We seek to optimize our processes and cost structure by simplifying the way we do business



- Ceased processing wire transfers in-branch unless in exceptional circumstances
- Working with our clients to help them reduce their costs by switching from cheques to electronic payments
- Stopped manual processing of payroll and migrated our clients to our more efficient electronic payroll service
- Offering paperless options through which clients can access their account information

## PEOPLE

**Our people are the bedrock of our Bank, and we continue to invest in them to ensure business continuity and growth**



- Enhanced recruitment approach
- Refreshed rewards and recognition
- Continued focus on succession plans and talent development
- Training on relationship selling, sales leadership and customer service

## COMMUNITY

We committed US\$ 1.4 million again this year to our corporate and social responsibility outreach



- Donated US\$150,000 to Hurricane Dorian relief efforts in The Bahamas



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- Pledged another US\$ 1 million to SickKids Caribbean Initiative

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- Walk for the Cure raised US\$430,000 for cancer research and support

## CORONAVIRUS - COVID-19

Management has a response plan for COVID-19, and it is being refined as developments unfold

COVID-19

Focus on:

- protecting our people
- supporting our clients

## LOOKING TO THE FUTURE

In November last year CIBC announced its intention to sell part of its shareholding in CIBC FirstCaribbean to GNB Financial Group Limited (“GNB”) a company which is ultimately owned by financier Jaime Gilinski

- This transaction remains subject to regulatory approval
- Post-closing of the transaction, GNB will become our majority shareholder owning 66.73% of our shares
- CIBC will continue to retain a 24.9% interest







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