



FirstCaribbean
International Bank

Presentation to the Annual General Meeting

Presented by: Colette Delaney, Chief Executive Officer
March 12th, 2021

FINANCIAL SUMMARY

In 2020 CIBC FirstCaribbean reported Net Loss of US\$ 158.7 million translating to a loss per share of 10.1 US cents

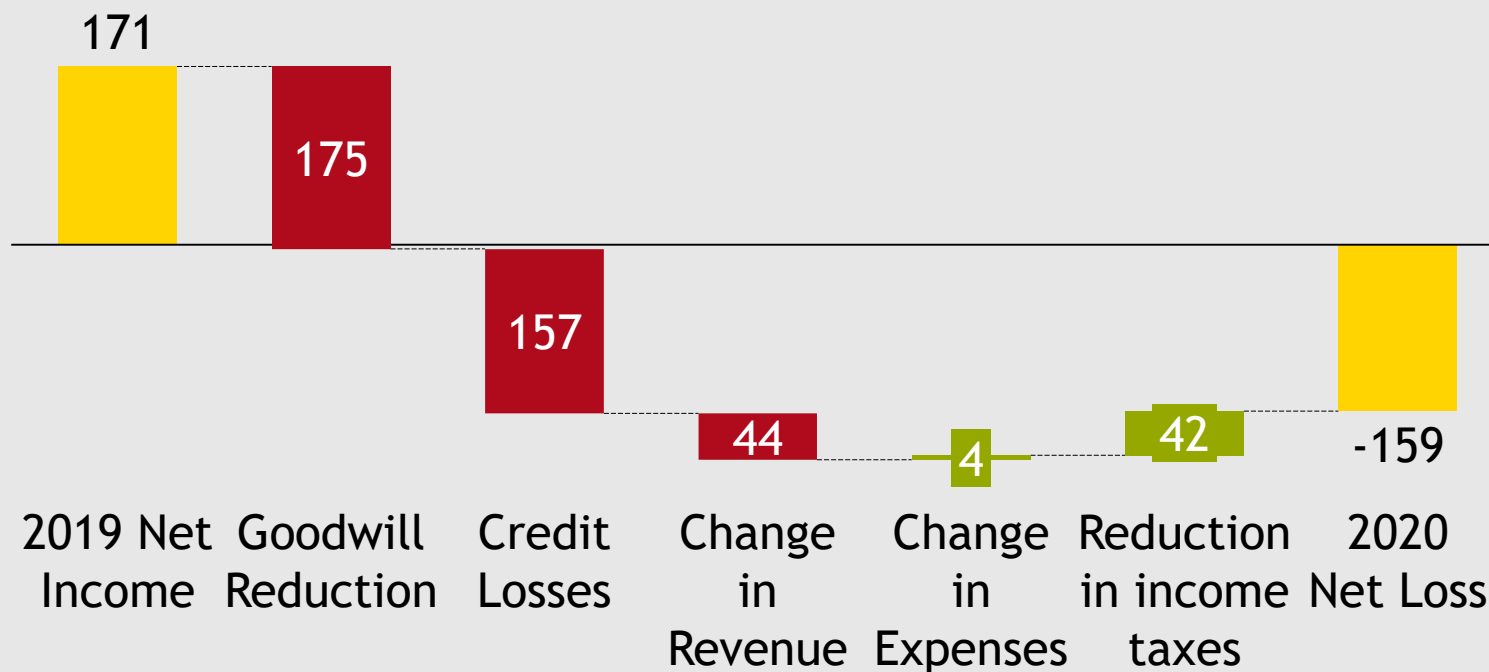
Financial Trend	2016	2017	2018	2019	2020
Net Income (loss) [US\$ millions]	143	142	101	171	(159)
Regular Dividends per Share [US Cents]	4.5	5.0	5.0	5.0	5.0
Special Dividends per Share [US Cents]	-	-	12.7	1.6	3.2
Regulatory Capital	21%	20%	16%	16%	15%



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QUARTERLY PERFORMANCE

Quarterly Financial Trend [US\$ millions]					
	Q1 '20	Q2 '20	Q3 '20	Q4 '20	Q1 '21
Net Income (Loss)	51	(110)	15	(115)	31
Revenue	159	142	136	135	136
Operating Expenses	101	104	97	94	95
Credit Loss Expenses	4	102	21	34	7
Loans & Advances	6,238	6,241	6,293	6,374	6,473
Deposits & Other Borrowed Funds	10,683	10,525	10,726	10,844	11,126

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

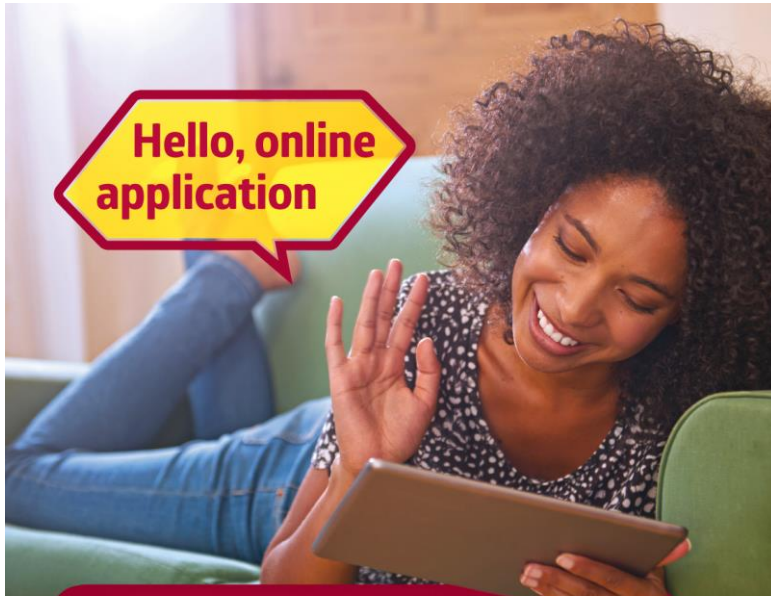
At CIBC FirstCaribbean we aspire to put the client at the centre of everything we do

- Offered initial 6-month moratoria on loans and 3-month moratoria on credit card payments
- Offered further extensions on a case by case basis
- Maintaining adequate cash flow was, and still is, critical to the ability of businesses and households to keep themselves afloat



MODERN EVERYDAY BANKING EXPERIENCE

Demand for our electronic banking channels and payment vehicles increased substantially



Hello, online application

Apply to open an account online in **5 easy steps!**

- 1 Visit us at cibcfib.com
- 2 Click Apply Now to open your chequing or savings account and upload your documents
- 3 Upload required documents from the comfort of your home
- 4 We'll call you within 2 business days to confirm your in-branch appointment
- 5 Come in to sign and fund your account in-branch in 15 mins

Apply Online at <https://applyonline.cibcfib.com>

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CIBC FirstCaribbean International Bank

- Launched Digital Onboarding for personal banking clients to drastically reduce time spent in branch for account opening
- Upgraded Corporate Online Banking with more client control, faster onboarding, improved security, and more readily available information

MODERN EVERYDAY BANKING EXPERIENCE

Demand for our electronic banking channels and payment vehicles increased substantially

New Smart ABM



Deposit up to 50 bills
at a time

Deposit up to 8 cheques
insert one cheque at a time

No envelopes
required



- Started rolling out “Smart ABMs” that can count cash and give immediate value - across our network

SIMPLIFICATION

We continue our effort to simplify our processes and reduce paper in our business



- Only allow origination of wire transfers online unless in exceptional circumstances
- Saw strong response from clients to switching from cheques to electronic payments
- Started to automate mundane, repetitive, error-prone operational processes

PEOPLE

I am extremely proud of the commitment all our employees have demonstrated in continuing to serve our clients through these difficult times

Annual Achievers Awardees



COMMUNITY

As the pandemic unfolded, we quickly realized that the best way through the challenges was together - taking care of each other



CIBC FirstCaribbean International Bank

Walk for the Cure

Virtual Walk for the Cure and Concert of Hope
Sunday, 4 October
4pm - 7pm EST

- Energetic workout sessions led by regional fitness coaches and groups.
- Concert of Hope performing artists:
Adrian Clarke, Alison Hinds, Edwin Yearwood, Julien Believe, King James, Lil Rick, Mr. Killa, Mr. Vegas, Patrice Roberts, Reinir Lijfrock, Ricardo Drue, Skinny Fabulous, Teddyson John, DJ D.Luxe, Salt and Don

- We donated US\$250,000 to assist Ministries of Health and healthcare facilities
- Virtual Walk for the Cure raised over US\$200,000 for various cancer care organisations around the region

LOOKING TO THE FUTURE

On February 3rd, 2021 CIBC announced that the sale of part of its shareholding in CIBC FirstCaribbean to GNB Financial Group Limited will not proceed, having not received regulatory approval

- We see continued growth opportunities for our bank under our current ownership structure
- We will continue to work hard to take advantage of those opportunities





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