

Cessation of Over-the-Counter Credit Card Payments

Effective 1st September, 2022, CIBC FirstCaribbean will only process over-the-counter (OTC) branch credit card payments on an exception basis, including but not limited to, transactions made by our relationship managed clients.

Please see the below list of applicable exceptions:

- Senior clients (60+) unable to use the ABM
- Persons with disabilities or accessibility concerns
- Network issues at the ABM/online platform preventing clients from performing a transaction using the ABM/online platform
- Long wait times for the ABM and no lines for OTC transactions
- Following daily ABM clearing

Our front-line team will be able to facilitate some payments on an exception basis; please discuss with them if there are extenuating circumstances that would necessitate you making your payment in the branch. All other over-the-counter branch credit card payments can be made through our ABM and Online channels.

This change is beneficial to our clients because it will allow you to perform credit card payments from anywhere making your banking experience more convenient and will enable you to execute these transactions in a timely manner.

Join our digital revolution by using our free [Online Banking](#) service or Mobile App to process your credit payments electronically by simply adding your credit card to your profile.

Visit our [Digital Banking How To](#) page to view the in-platform video tutorials with instructions on how to add your credit card to your Online Banking profile and make payments online.

Our suite of digital solutions offers an easy, convenient and secure way to meet your banking needs, whether via ABM, Online Banking or Mobile App!

For more information about these changes, please speak with a representative in Branch or contact the Customer Care Centre at 1-866-743-2257.