

For Immediate Release

LEEWARD HIGHWAY BRANCH OF CIBC FIRSTCARIBBEAN TO UNDERGO RENOVATIONS *Bank to offer a full-service modern, banking experience & showcase its digital services*

Providenciales, Turks & Caicos 12 January 2023. CIBC FirstCaribbean has announced that its Leeward Highway Branch will undergo major renovations to offer its clients the best features of modern, everyday banking.

Country Manager, Terrance Gibson observed that the bank is excited to embark on a new phase of its journey with the continued support of its clients. “The face of banking globally and in the Caribbean continues to change and we are keeping the pulse on our clients’ needs based on the feedback they constantly provide. Our upgraded facilities will improve our competitive positioning and provide better facilities that emphasize modern, convenience banking that is backed by the personalized, professional service of our front-line teams.”

Mr. Gibson noted that the renovations are scheduled to last for approximately four to five months, and it is anticipated that the branch will resume normal operations by early April 2023.

“In the interim, we will be doing everything we can to lessen the inconvenience as a result of the renovations.” He revealed that the bank will be making additional Instant Teller™ machines available, including Smart ABMs at Leeward Highway, so that clients can continue to do their banking on a limited basis at this location. The upgraded ABM vestibule reopened to the public on Tuesday, 10 January, after a brief period of closure to accommodate additional machines. However, the branch itself is now temporarily closed for the remainder of the renovation.

Most of the bank’s services and personnel have been transferred to its facilities at Grace Bay. However, the bank is still encouraging clients to visit the branch only if absolutely necessary. Services available at Grace Bay will include:

- Withdrawals over USD\$2,500
- Opening of New Accounts
- Senior client services
- Debit Card Applications
- Default account payments
- In-person visits in the event that Online Banking and/or ABMs are unavailable due to system issues.

When completed, the newly renovated Leeward Highway branch will offer full-service banking within a modern, state-of-the-art environment. This includes more options for self-service than previously available.

Clients will also benefit from hands on experience in using the bank’s range of digital banking services, including online sign up for products and services and will be guided through the process by the bank’s team of digital banking experts. The branch is also being reconfigured to include more private meeting spaces to take full advantage of its advisory services for retail, business banking and corporate clients.

“As a steady, key player in the community we serve, we want to assure everyone that even though they may be inconvenienced in the short term, our teams remain committed to sales and service excellence for the long haul. We will be building a better bank that will meet client expectations both now, and in the future,” Mr. Gibson concluded.

Persons can contact the bank through its Customer Care and Sales Centre or branch team to learn more about the arrangements in place to manage their accounts during the renovation period.

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About CIBC FirstCaribbean

CIBC FirstCaribbean is a relationship bank offering a full range of market leading financial services through our Corporate and Investment Banking, Retail and Business Banking and Wealth Management segments. We are located in fifteen (15) countries around the Caribbean, providing the banking services through approximately 2,800 employees in 64 branches and offices. We are one of the largest regionally listed financial services institutions in the English and Dutch speaking Caribbean, with US\$13 billion in assets and market capitalization of US\$1.3 billion. We also have a representative office in Hong Kong that provides business development and relationship management for our fund administration. The face of banking is changing throughout the world and CIBC FirstCaribbean intends to lead these changes with the expertise, integrity and knowledge gained from banking in the Caribbean since 1836.

CIBC FirstCaribbean is a member of the CIBC Group. CIBC is a leading Canadian-based global financial institution with 11 million personal banking and business clients. Through our three major business units - Retail and Business Banking, Wealth Management and Capital Markets - CIBC offers a full range of products and services through its comprehensive electronic banking network, branches, and offices across Canada with offices in the United States and around the world. For more information about CIBC FirstCaribbean, visit www.cibcfib.com, [Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#) or [YouTube](#).

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