



**News Release  
For Immediate Release**

**CIBC FirstCaribbean Relocates Branch to Charlow's Bay Plaza  
*Branch opens for business in a new, modern environment.***

**Nassau, Bahamas, 31st July 2023** – Clients of CIBC FirstCaribbean in Governor's Harbour, Eleuthera, have expressed satisfaction and pride as they continue to bank with confidence at the bank's new location in Charlow's Bay Plaza.

The bank recently moved its lone branch in Eleuthera to a new space at the plaza on Monday, 24 July 2023 and welcomed clients to a festive atmosphere and gifts of appreciation on its first day of operations at the new location.

CIBC FirstCaribbean has embarked on a strategy to enhance its already strong digital presence in the market that is supported by a modern branch network which is fit for purpose, anticipates, and meets its clients' needs.

As a result, the bank has been upgrading and repurposing its facilities across the region ensuring that all aspects of banking are accessible to its clients on a continuous basis.

The Charlow's Bay Plaza location reflects this approach, with cutting edge Smart Technology ABMs, night deposit services as well as online banking services in an ultra-modern digital zone.

"We are the leaders in the digital banking space, and we want to continue to extend that lead by providing the best capabilities through our convenient self-serve channels; be it the Digital client onboarding process; our Online Banking and Mobile App; or the Smart ABMs," Managing Director of The Bahamas Operating Company, Dr Jacqui Bend observed.

She further noted that clients are looking for a strong, secure bank offering that combines physical branches providing value add services, relationship services for key offerings like Business Banking, Platinum Banking, Card Services and Mortgages combined with full digital capabilities for those requiring a digital banking experience for those services they can do themselves.

Branch operating hours, telephone numbers and email addresses, remain unchanged.

**-End-**



*The new branch location at Charlow's Bay Plaza.*



*Customer Service Manager Gerena Albury welcomes one of the first clients at the new branch location.*



*Clients being served in the new customer service area at the branch.*

## **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 twelve (12) countries around the Caribbean, providing the banking services through approximately 2,700 employees in 48 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](http://www.cibcfib.com), [Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#) or [YouTube](#).

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