



**FOR IMMEDIATE RELEASE**

## **CIBC Caribbean Introduces Real-Time ATM Alerts for Enhanced Security**

**Jamaica, October 23, 2024** – In a move to enhance customer safety and improve digital banking services, CIBC Caribbean has introduced Real-Time ATM Alerts, starting on November 29, 2024. This new feature will provide instant notifications for ATM withdrawals, deposits, and transfers, sent directly to customers via email or mobile phone.

The introduction of Real-time ATM Alerts aligns with the Bank of Jamaica's (BOJ) new regulations as part of the BOJ's Minimum Automated Banking Machines Service-Level Standards. These alerts are designed to strengthen consumer protection and make it easier for customers to monitor their ATM activity, offering enhanced security and peace of mind.

Owen Francis, Director Personal & Business Banking, CIBC Caribbean, emphasized the importance of the new service: "At CIBC Caribbean, we are committed to continuously improving the banking experience for our clients. The introduction of Real-time ATM Alerts is part of our broader effort to ensure our customers feel secure and informed when managing their finances. This feature allows customers to instantly track their ATM transactions and helps in the early detection of any unauthorized activity. It's another way we are making banking safer and more convenient."

Key benefits of Real-time ATM Alerts:

- **Instant Notification** – Receive alerts immediately after each ATM transaction.
- **Enhanced Security** – Quickly identify unauthorized transactions.
- **Easy Account Monitoring** – Stay updated on all ATM activity - withdrawals, deposits, and transfers.

To further engage customers, CIBC Caribbean will notify its clients of this new service via direct email, in-branch notices, social media channels, and online banking platforms. The initiative is aimed at making financial management more transparent and secure for every customer.

For more information, please contact CIBC Caribbean's customer service team or visit <https://www.cibfcib.com/>

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### **CIBC Caribbean**

CIBC Caribbean is a relationship bank offering a full range of market leading financial services through our Corporate and Investment Banking, Personal and Business Banking and Wealth Management segments. We are located in eleven (11) countries around the Caribbean, providing the banking services through approximately 2,700 employees in 45 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 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 Caribbean intends to lead these changes with the expertise, integrity and knowledge gained from banking in the Caribbean since 1836.

CIBC Caribbean 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 Caribbean, visit [www.cibcfib.com](http://www.cibcfib.com), [Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#) or [YouTube](#).

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