



For Immediate Release

CIBC Caribbean FirstStars Awards showers praise on outstanding employees.

Bridgetown, Barbados, May 22, 2024 – CIBC Caribbean has hit on a winning formula with its digital transformation, with Chief Executive Officer Mark St. Hill recently declaring that 94 per cent of transactions across the regional bank are now done digitally.

An upbeat St. Hill told staff and clients gathered recently at the Wyndham Grand, Sam Lord's Castle Hotel in Barbados, on Saturday May 18, 2024, for the bank's annual FirstStars Awards Ceremony that Personal and Business Banking Online & Mobile Banking transaction volumes were up 27 per cent over the previous year as well as Corporate Online Banking transaction volumes which rose by 11 per cent while Over-The-Counter transaction volumes dropped by 23 per cent, when compared to the previous year."

He said the bank has "left most of the old issues behind" and was creating a new legacy. "The majority of our customers in 2024 see and experience an omni-channel bank, providing a first-class service that delivers loans in 10 minutes or less, cards that are printed on the spot, online account opening, online local and international wires – and should I even have to say it – instant payments such as our hugely popular 1st Pay."

St. Hill also noted the bank also continued to deliver strong financial results adding that "at the end of our first quarter, our net income was up 16% over last year, and we are continuing to keep a tight rein on our operating expenses".

He said that it was "safe to say, therefore, that CIBC Caribbean is leading the charge to create a modern digital banking experience that puts the control of being able to do your banking from anywhere at any time firmly in the hands of the client."

The CEO who inducted the award winners into the bank's Hall of Fame hailed them for their commitment to excellence and teamwork noting they were "our bank's best examples of what happens when you display a winning attitude".

Chief Human Resources Officer Janine Billy said, "recognition for a job well done is a part of the "Culture of Care" we are working so hard to enshrine as a way of life at CIBC Caribbean".

She thanked all of the bank's employees across the region for their hard work and commitment noting "though they may not be standing here this evening receiving one of these awards, their hard work and commitment have not gone unnoticed. We see you and thank you for all that you bring to the table every day".

Billy praised the night's awardees as "shining examples of the best that CIBC Caribbean has to offer, and I salute each and every one of you".

The awards ceremony under the theme Radiating Excellence saw nine of the bank's shining stars from across the region rewarded for stellar performance. The winners were Adrian Gomes (Barbados), Caryl Fontaine (St. Lucia), Frederica Green-Brazier (St Maarten) from the Personal and Business Banking segment.

Corporate and Investment Banking dominated the awards with winners Mikeila Carrington-Eliebox (Barbados), Nedra Woodside (Bahamas), Priscilla Leonce (Antigua) and Sonia Rutherford (Bahamas). Enterprise Security and Fraud Management, Technology had two winners both from Barbados, Rosalind Waterman and Dona Estwick.

Thunderous applause filled the room and fireworks exploded on the giant screens as Caryl Fontaine was announced the winner of the CEO's Award of Distinction, the highest accolade the bank bestows on an employee.

Ends



CEO Mark St. Hill with the FirstStars Awards winners – left to right – Adrian Gomes, Mikeila Carrington-Eliebox, Frederica Green-Brazier, Dona Estwick, Rosalind Waterman, Caryl Fontaine who was also the winner of the CEO's Award of Distinction, Sonia Rutherford, Priscilla Leonce and Nedra Woodside.

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 twelve (12) 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.

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