



FirstCaribbean  
International Bank



FirstCaribbean  
International Bank

# Presentation to the Annual General Meeting

Colette Delaney, Chief Executive Officer

March 11<sup>th</sup>, 2022

## FINANCIAL SUMMARY

In 2021 CIBC FirstCaribbean reported Net Income of US\$125.7 million translating to earnings per share of 7.7 US cents

Financial Trend	2017	2018	2019	2020	2021
Net Income (loss) [US\$ millions]	142	101	171	(159)	126
Regular Dividends per Share [US Cents]	5.0	5.0	5.0	5.0	1.0
Special Dividends per Share [US Cents]	-	12.7	1.6	3.2	-
Regulatory Capital	20%	16%	16%	15%	16%

# QUARTERLY PERFORMANCE

## Quarterly Financial Trend [US\$ millions]

	Q1 '21	Q2 '21	Q3 '21	Q4 '21	Q1 '22
Net Income	31	23	37	35	<b>45</b>
Revenue	130	130	133	142	<b>141</b>
Operating Expenses	90	101	91	92	<b>97</b>
Credit Loss Expenses	6	5	4	-	<b>(7)</b>
Loans & Advances	6,473	6,421	6,511	6,389	<b>6,245</b>
Deposits & Other Borrowed Funds	11,126	10,954	11,219	10,797	<b>10,756</b>

Note: All income statement items reclassified as discontinued operations whereas Q4'21 and Q1 '22 balance items reclassified as held for sale

# STRATEGIC PRIORITIES

## CIBC FirstCaribbean is delivering against our four strategic priorities

- Grow our share of wallet with our existing clients and attract new clients; perfect our sales and service capability by making it personalised, responsive and easy
- Deliver digital capabilities across our sales and delivery channels to provide a modern omni-channel banking experience
- Optimise our process and cost structure by simplifying the way we do business
- Invest in our people

# FOCUSING ON CLIENT RELATIONSHIPS

At CIBC FirstCaribbean we aspire to put the client at the centre of everything we do

- Focused on working with our clients to assist with their cash flow constraints
- Maintaining adequate cash flow was, and still is, critical to the ability of businesses and households to keep themselves afloat



# FOCUSING ON CLIENT RELATIONSHIPS

At CIBC FirstCaribbean we aspire to put the client at the centre of everything we do



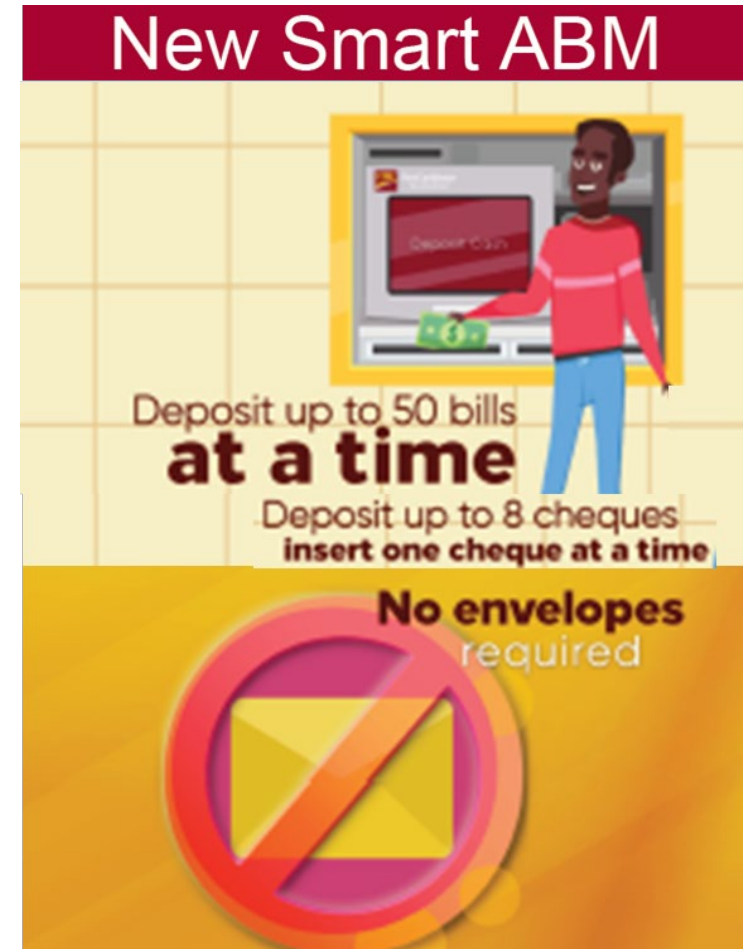
- Opened a new branch in Freeport
- Reopened the branch in Abaco which was destroyed by Hurricane Dorian



# MODERN EVERYDAY BANKING EXPERIENCE

We accelerated the rollout of smart ABMs across our markets

- Now have 29 “Smart ABMs” that can count cash and give immediate value
- Harmonized our Online Banking and Mobile Banking experiences
- Launched click-to-chat instant messaging service





# SIMPLIFICATION

We remain steadfast in our efforts to simplify our processes and remove paper from our business



- 40% reduction in issued cheque volumes over the last three years

# PEOPLE

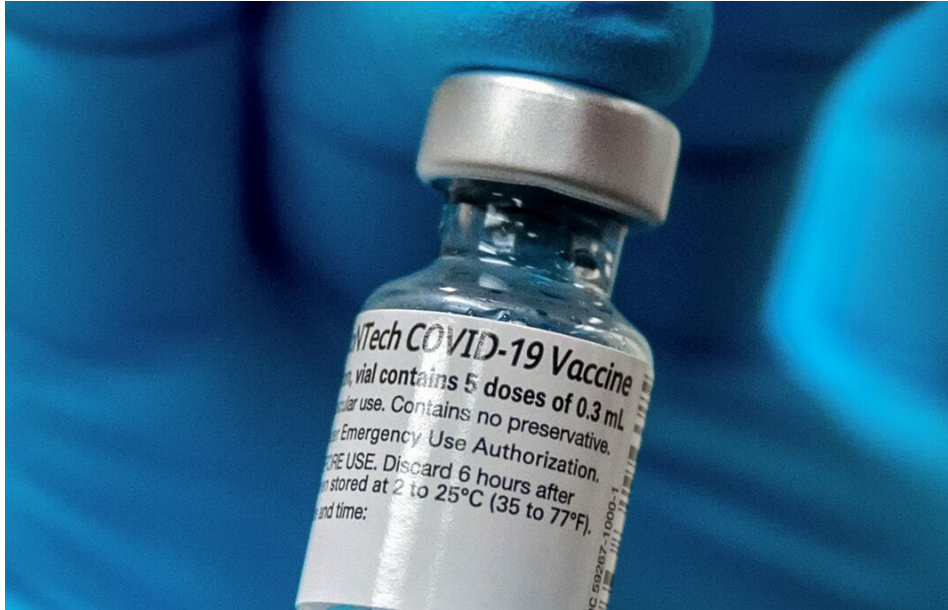
## 2021 FirstStars Awardees





# COMMUNITY

The ongoing pandemic re-shaped the way we give back to our communities while at the same time opening new avenues for engagement and assistance



- Gave US\$750 000 to assist with the purchase of vaccines in nearly a dozen territories



- Renewed our relationship with the University of the West Indies

# COMMUNITY

## Walk for the Cure 10th anniversary - creativity was incredible amid the pandemic restrictions



- Smaller walks
- Virtual events
- Walking dinner
- Treasure hunts
- Hikes
- Restaurant events
- Bake sales
- T-shirt sales

# LOOKING TO THE FUTURE







FirstCaribbean  
International Bank