

CIBC 



Presentation to the Annual General Meeting

Mark St. Hill, Chief Executive Officer

March 15th, 2024

FINANCIAL SUMMARY

In 2023 CIBC Caribbean reported Net Income of US\$270 million translating to earnings per share of 16.7 US cents

Financial Trend	2019	2020	2021	2022	2023
Net Income (loss) [US\$ millions]	171	(159)	126	176	270
Regular Dividends per Share [US Cents]	5.0	5.0	1.0	4.0	4.8
Special Dividends per Share [US Cents]	1.6	3.2	-	-	-
Regulatory Capital	16%	15%	16%	16%	19%

QUARTERLY PERFORMANCE (reclassified for all qtrs.)

Quarterly Financial Trend [US\$ millions]

	Q1 '23	Q2 '23	Q3 '23	Q4 '23	Q1 '24
Net Income	68	77	72	53	85
Revenue	182	185	187	161	183
Operating Expenses	106	104	103	102	104
Credit Loss Expenses	1	5	9	(4)	(13)
Loans & Advances	6,645	6,758	6,683	6,634	6,736
Deposits & Other Borrowed Funds	11,103	11,404	11,228	10,533	10,525

Note: All income statement items reclassified as discontinued operations whereas balance items reclassified as held for sale

FOCUSING ON CLIENT RELATIONSHIPS

At CIBC Caribbean we have an unwavering commitment to client service

- Client Resolution Centre allows clients to lodge complaints or compliments and have these addressed through a structured process with executive oversight
- Logged complaints increased 39% in 2023, and our teams met the challenge by maintaining the 10-day resolution rate at 93%



MODERN EVERYDAY BANKING EXPERIENCE

The LoanStore has had phenomenal success

- Approval and receipt of funds in less than ten minutes
- Processed almost 10,000 applications in 2023



CIBC FirstCaribbean's **LoanStore** Fact Sheet

Introducing your **LoanStore**

Connecting our clients to loan disbursements in as little as 10 minutes!

The **LoanStore** is CIBC FirstCaribbean's latest online innovation, which allows our clients to "shop" for a loan that fits their needs and budget. Our **LoanStore** analyses the information provided and issues a decision on the application within minutes. What is even more exciting is that **this can be done any time-of-day, on any day of the week from your mobile device or computer.**

An online process, the **LoanStore** enables clients to browse and select available financial products, compare prices, and even arrange custom-tailored solutions.

NB: At This time invitations to access the **LoanStore are being sent directly to select CIBC FirstCaribbean clients.**

Quick Facts

JMD\$2,325,000
Get up to JMD\$2,325,000 from the **LoanStore**.

3 Minutes!
Some of our clients have indicated that their loan disbursement happened in as little as 3 minutes.

24/7
Our online **LoanStore** is open 24 hours a day, 7 days a week.

MODERN EVERYDAY BANKING EXPERIENCE

We enhanced our mobile and internet banking channels



- Allows clients to lodge deposits by taking photos of cheques using our app on their mobile phones
- Cheques can be deposited at any time of the day
- Over 70% of our client base now bank online

MODERN EVERYDAY BANKING EXPERIENCE

Our client base continues to grow



Swipe right on digital banking

Open your chequing or savings account online in a few taps.

CIBC FirstCaribbean
International Bank

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My digital bank

#mybankdoesthat

- More new clients are using Digital Client Onboarding (DCO) to open accounts without visiting a branch

SIMPLIFICATION

Removing paper from our business remains a priority



- Automating routine processes and retiring printers
- Continued to promote online statements
- More clients switched from cheques to more efficient and timely electronic payments

PEOPLE

2023 FirstStars Awardees



Sonia Rutherford
Bahamas



Frederica Green-Brazier
St. Maarten



Dona Estwick
Barbados



Nedra Woodside
The Bahamas



Rosalind Waterman
Barbados



Adrian Gomes
Barbados



Mikeila Eliebox
Barbados



Priscilla Leonce
Antigua



Caryl Fontaine
St. Lucia

ENVIRONMENTAL SOCIAL AND GOVERNANCE



OUR ESG Strategy

- Accelerating Climate Action
- Creating Access to Opportunities
- Building integrity and Trust



ENVIRONMENTAL SOCIAL AND GOVERNANCE



BONDS, LOANS & ESG CAPITAL MARKETS
LATIN AMERICA & CARIBBEAN
ESG Loan Deal of the Year



ENVIRONMENTAL SOCIAL AND GOVERNANCE



- Contributed US\$1.6 million to community causes including the University of the West Indies (UWI) and SickKids
- Employees volunteered and supported causes, most notably the regional Walk for the Cure cancer drive

LOOKING TO THE FUTURE

- Announced the final two divestitures in its program of streamlining its business across the region
- Re-branded the business from CIBC FirstCaribbean to CIBC
- Demonstrates CIBC's continuing commitment to the region and confidence in the continuing performance of our bank and its clients



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