

Press Release

Co-op Bank Launches its Customer Service Charter

Tuesday May 24, 2011: Grenada Co-operative Bank Limited launched its Customer Service Charter at the Gordon V. Steele Conference Room, #14 Church Street, St. George's.

The Customer Service Charter publicizes the Bank's commitment to provide superior service to all customers. The Charter highlights what our customers should expect of each member of our Co-op Bank family. It is also an avenue for customers to provide feedback, giving comments or recommendations for improved service.

In his remarks, Mr. Darryl Brathwaite, Director on the Board of Directors of Grenada Co-operative Bank Limited stated, "**The Bank's corporate strategy explicitly states that Co-op Bank is in the business of *Exceeding Customers' Expectations* and the Board has mandated that management continue to strengthen the customer-focused strategy of the Bank, to be able to adequately meet and respond to new opportunities, created by the increasingly competitive market place. The Charter is the yardstick against which customers will measure the Bank's performance**".

The Charter, which covers twelve (12) promise areas, is a firm demonstration of Co-op Bank's commitment to always maintain a high standard in satisfying the financial needs

of customers; and to ensure that we deliver an exceptional experience whenever customers transact business with the Bank. Welcome home!