



GRENADA CO-OPERATIVE BANK LIMITED

PRESS RELEASE

St. George's, March 22, 2018

CO-OP BANK OPENS NEW BANKING FACILITY AT SPICELAND MALL "EXCELLENCE CENTRE"

Grenada Co-operative Bank Limited officially opened the doors of its newest, more comfortable Spiceland Mall Retail Banking Unit, located at the recently added wing of the Spiceland Mall. The facility, dubbed the "Excellence Centre" was established to respond to the urgent need to provide customers with enhanced customer experiences with modern conveniences.

The opening ceremony was held on March 22, 2018 at the new location in the presence of one hundred (100) guests including Prime Minister the Rt. Hon. Dr. Keith Mitchell, Mrs. Linda Felix-Berkeley, Resident Representative of the Eastern Caribbean Central Bank (ECCB), and Canon Michael Marshall of the Anglican Diocese. Also, in attendance were members of the Board of Directors, Executive Management and several long-standing customers of the Bank.

In his keynote address, Mr. Ambrose Phillip, Chairman of the Bank's Board of Directors declared that *"The founding fathers had a vision for the bank – a vision that in my view, we have lived up to quite admirably to date. Our leadership in customer convenience is undoubted with the largest ATM network on the island; and the second largest footprint in terms of branches; and a cutting edge easy-to-use e-banking platform. This facility is yet another component of the meticulous construction of our customer-centric orientation, which in turn is the cornerstone of our strategic thrust."*

Mr. Richard W. Duncan, Co-op Bank's Managing Director added in his remarks, *"We seriously regard Co-op Bank as an icon of Grenadian fortitude and determination. The Bank's rich history is written in ink of honey produced through thrift and industry by an industrious hive of bees - our staff and customers, over the past 85 years"*.

Sales and Service Manager of the Spiceland Mall Retail Banking Unit, Mr. Marquez Mc Sween, went on to outline the Bank's commitment to its customer-centric strategy by providing a more comfortable and convenient environment to do business, evidenced by the inclusion of the Corporate and Commercial Banking unit for corporate clients: *"As impressive and as exciting as this facility is, I am even more excited about the level of service we are now able to deliver given the various amenities that the space now offers - increased teller wickets... customer service stations, a designated area for serving senior citizens and persons with special needs, a doubling of the number of offices for Lending Officers, several offices to accommodate our Corporate and Commercial Banking Specialists, state of the art ATMs and Wi-Fi accessibility throughout"*.

Also delivering brief remarks was the Rt. Hon. Dr. Keith Mitchell, Prime Minister of Grenada, following which the building was blessed by Canon Marshall, and the ribbon cut by long-standing customer Ms. Hilda Stephen.

Over the past 85 years as a financial institution, Co-op Bank has experienced several significant milestones, most notably achieving the largest asset size of any commercial bank on the island. In 2001, the Bank embarked on establishing a flagship branch at the south of the island to meet the demands created by increased commercial activity and have once again met the needs of its customers in the new space.

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