



Grenada Co-operative Bank Limited

Established 1932

June 13, 2023

Dear Business Customer,

We are delighted to welcome you to Grenada Co-operative Bank Limited.

Following the announcement of the approval of the sale of assets from CIBC FirstCaribbean to Grenada Co-operative Bank Limited on May 19, 2023, you should have received communication from CIBC FirstCaribbean outlining the dates for withdrawing its services in Grenada.

We are pleased to advise that our business relationship with you will officially commence on July 17, 2023. We are working closely with CIBC FirstCaribbean to officially transfer your accounts and we are committed to providing you with convenient banking solutions with excellent customer experience.

We have carefully matched your current products and services at CIBC FirstCaribbean to products and services at Grenada Co-operative Bank Limited, which are outlined in the reference guide located in the QR code below. For your convenience, your account number will remain the same.

Please take note of the following information for collecting your respective products and services at our Distribution Centre, which opens from **June 19, 2023**.

A signatory to the account should collect on behalf of the business. This officer will be required to present valid identification^[1] to confirm their identity upon collection.

Cheque books

You will be provided with your new Co-op Bank cheque book to begin using on July 17, 2023, at no cost to you. CIBC FirstCaribbean cheques written prior to this date will be honored by us for up to six (6) months ending January 16, 2024. If you currently print your cheques in-house, the new routing number is 00000023. For the best quality printing and processing, please ensure that light-colored backgrounds are used.

Night depository service

The night depository drop box at the CIBC FirstCaribbean building on Church Street will remain functional for your convenience. We will also provide you with a key that will give you access to the drop boxes located at all our retail banking units from July 17, 2023.

Credit cards

To pin your new credit card, manage your account and view your statements, you will be required to register and login using the link: <https://www.4csonline.com/>.

Distribution Centre location

G.V. Steele Conference Room
Grenada Co-operative Bank Limited
#14 Church Street, St. George's

Operating hours:
Monday-Friday 8:00 a.m. to 6:00 p.m.
Saturday 10:00 a.m. to 3:00 p.m

Collection schedule

Cheque books, night deposit keys, credit cards June 19 to July 1, 2023

Online banking

Your current online banking information will be transferred to our eBanking platform. Parameters will be based on the instructions outlined in your account mandates and your login credentials will be sent to you prior to July 17, 2023.

Electronic transfer services

You will be required to provide your customers and payments department with our wire transfers and electronic funds transfer details. We have provided the basic information here; however, full wire transfer details are available in the reference guide located in the QR code below and on our website using this link: www.grenadaco-opbank.com/wire-transfer/.

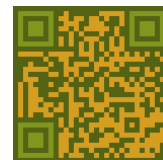
SWIFT/BIC (international transfers): GROAGDGD
Routing # (local/regional transfers): 000000233

Further, you will also be able to execute your payroll and send outgoing wire transfers through our eBanking platform.

For any additional information, feel free to contact us by email: integrate@grenadaco-opbank.com, telephone: (473) 444-2667 (CO-OP), WhatsApp: (473) 410-2273 (CARE), or visit our website: www.grenadaco-opbank.com/integrate/.

We look forward to welcoming you home!

Yours sincerely,



A handwritten signature in black ink, appearing to read 'Larry Lawrence', with a horizontal line extending to the right.

Larry Lawrence
MANAGING DIRECTOR

[1] One (1) piece valid photo identification for nationals (Grenadian citizens), non-nationals with permanent residence status; two (2) pieces valid identification for non-nationals and nationals residing outside of Grenada.