



Grenada Co-operative Bank Limited

Established 1932

June 12, 2023

Dear Valued 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 relationship with you will officially commence on July 17, 2023. We are working closely with CIBC FirstCaribbean to officially transition your accounts, loans and services, and are committed to providing you with convenient banking solutions and an 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.

You are invited to review the information outlined below for collecting your respective financial products and services at our Distribution Centre.

You will be required to present valid identification^[1] to confirm your identity upon collection.

Debit cards

You are encouraged to collect and pin your new Co-op Bank debit cards. Once collected, it becomes active from July 17, 2023. Any cards not collected within ninety (90) days of this date will be automatically cancelled.

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.

Credit cards

In the coming weeks, we will announce the collection schedule for your new Co-op Bank credit cards via various media platforms.

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

First letter of customer last name:
A-F
G-M
N-Z

Collection period (debit cards/cheque books)
June 19 to June 24, 2023
June 26 to July 1, 2023
July 3 to July 8, 2023

Online banking login credentials

We will send you your login credentials on July 16, 2023, using the email address on file.

Electronic transfer services

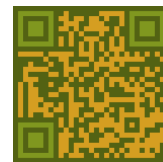
You may be required to update the information needed to send and receive wire transfers and electronic funds transfers. We have provided the basic information here, but full wire transfer details are available on our website: www.grenadaco-opbank.com/wire-transfer.

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

Overseas customers

If you reside outside of Grenada, please contact us at integrate@grenadaco-opbank.com or (473) 444-CO-OP (2667) to arrange for delivery of your package by mail.

For additional information, feel free to contact us by email: integrate@grenadaco-opbank.com, telephone: (473) 444-CO-OP (2667), WhatsApp: 410-CARE (2273), 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".

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.

