

ECAB ENCOURAGES CUSTOMERS TO BE VIGILANT

PRESS RELEASE

St. John's, Antigua – July 6, 2026 - The Eastern Caribbean Amalgamated Bank Limited (ECAB) is appealing to customers to be very alert and to practice safe banking habits as financial frauds are now commonly occurring across the Eastern Caribbean Currency Union.

Be aware that fraudsters are increasingly using phone calls, text messages and/or emails to impersonate representatives of financial institutions to gain access to your sensitive information. Customers and members of the general public are encouraged to be extremely cautious and to verify the identity of anyone calling, messaging or emailing to request confidential information.

Most importantly, ECAB wishes to emphasize that the Bank's directors, executives, management and staff will never contact customers by phone, instant message, text, email or social media to request confirmation of your name, email address or request your confidential financial information such as:

- Online banking usernames and passwords
- One-time passwords or verification codes
- Security answers
- Debit or Credit card PINS
- Full card numbers or CVV/ Security Codes

Customers are also strongly advised not to share the above information with anyone even if the person appears to be professional, nice and trustworthy.

If you receive a suspicious call or meet someone unknown seeking to obtain your private or banking information, you are encouraged to discontinue the call and do not speak with the unknown person. Contact our official **Customer Support and Digital Banking Department directly by calling (268) 480-6186** or visit the nearest branch for verification, if necessary.

Protecting our customers' financial security remains a top priority. ECAB will continually employ robust measures to combat all types of fraud. However, customers must understand that they have a vital role to play in combatting financial crimes and are encouraged to take all necessary steps to protect their private and personal financial information.

The Eastern Caribbean Amalgamated Bank Limited
Your Financial Partner for Life.