



# Scheduled System Upgrade

## ATMs, Debit Cards and Debit Card Pinning

Dear Valued Customer,

To further upgrade our services, ECAB will conduct a scheduled system upgrade from **9:00 p.m. Wednesday, December 3, 2025 to 3:00 a.m. Thursday, December 4, 2025**. The upgrade will temporarily impact the services listed below:

SERVICE	INTERRUPTION PERIOD	DETAILS
Debit Card Transactions	9 p.m. Wednesday 3rd - 3 a.m. Thursday 4th	Transactions will be unavailable during the upgrade window.
<b>Branch ATMs</b> <ul style="list-style-type: none"> <li>Woods Branches</li> <li>Redcliffe Street</li> <li>High Street</li> <li>Coolidge</li> </ul>	1:00 p.m. Wednesday 3rd - 3 a.m. Thursday 4th	1 ATM at each location will remain online until 9 p.m. on Wednesday 3rd for customer use.
<b>Remote ATMs</b> <ul style="list-style-type: none"> <li>1st Choice Foods</li> <li>Epicuriean Supermarket</li> <li>Perry Bay Supermarket</li> <li>Jolly Harbour</li> <li>Dockyard</li> </ul>	9 p.m. Wednesday 3rd - 12 p.m. Thursday 4th	
<b>MOREBanking</b> <ul style="list-style-type: none"> <li>Debit Card PIN reset feature only</li> </ul>	9 p.m. - 3 a.m.	All other MOREBanking services remain available.

**Customers are encouraged to make arrangements to use alternative methods of payment such as credit cards, cheques or cash during this period.**

For questions or support, please contact our Customer Support & Digital Banking team at (268) 480-6186 or [info@ecabank.com](mailto:info@ecabank.com)

We apologise for the inconvenience and thank you for your patience as we conduct this necessary update.

**MANAGEMENT**

