

Your transition to ECAB will be a seamless one



Dear Valued Customer,

Thank you for affording the Eastern Caribbean Amalgamated Bank Limited (ECAB) the opportunity to serve you. We value your business and look forward to a mutually beneficial and long-lasting relationship.

Now that we have received the necessary approvals and have acquired the operations here in Antigua and Barbuda, we will commence the process to fully integrate your accounts and services into our portfolio. This process is expected to take approximately twelve months to be completed. During this transition period, your accounts and services will remain unchanged, and we ask that you continue to conduct your banking using the branches and ATMs to which you are accustomed. Once the integration process is complete, you will be able to access your accounts and all services offered via any ECAB location or ATM.

As we work to complete the integration phase, we are determined to ensure that the transition is a seamless one for you. As such, you can be assured of the following:

Deposit Products

There will be no change to your deposit accounts during the transition period. Advance notice will be provided of any changes that may arise after the integration process has been completed.

Loan Products

Your loans will be transitioned with your existing terms and rates. Should you wish to make any inquiries regarding your loans or apply for a new loan during the transition period, you may do so by contacting your usual Account Manager.

Cheques

Please continue to use your existing Scotiabank cheques, as they will be honoured during the transition period. You will be advised in advance of the date at which your existing cheques will no longer be honoured. You will also be advised of what action will be required on your part to have any remaining Scotiabank cheques replaced with ECAB cheques.

Online Banking

Until the integration process is complete, you should continue using your current username and password to log into your online banking profile. If you access your online banking via the app, you may continue doing so until further advised. However, if you access your online banking via a web browser, you can access your online banking account via the link on ECAB's website. This link will allow you to access your online banking. Upon completion of the integration, you will be advised of required changes to access your online banking.

If you use Scotiabank's Multi-Country or Cross-Country service, please note that these services will no longer be available. However, you may send funds between jurisdictions through ECAB's Wire Transfer or Electronic Funds Transfer service.

Debit and Credit Cards

Your Scotiabank debit and credit cards will continue to function as normal. You will be issued an ECAB card when your Scotiabank card expires. Your AAdvantage Miles balance in your AAdvantage member account will not be affected and will continue to be governed by the terms and conditions of the AAdvantage Program.

Merchant Services

There will be no change to the processing of card transactions via your point-of-sale terminals. The Business Support Centre will continue to provide terminal deployment and maintenance services during the transition phase. After the integration, these services will be provided by ECAB's Merchant Services team who will contact you to discuss any changes.

Payroll Services

Your payroll services will now be facilitated through ECAB and will continue without interruption. Should there be any changes subsequent to the integration, an ECAB representative will contact you in advance to discuss.

Global File Transfer

During the transition period, the Global File Transfer will continue to be available to customers currently using this service. However, once the integration is complete, Global File Transfer will no longer be available.

Trade Finance

There will be no change in the processing of your domestic and cross-border trade finance transactions. You may contact the Business Support Centre should you have any questions or concerns regarding Trade Finance services. You may call the ECAB Retail and Commercial Lending team at 268-480-6090 or email creditadmin@ecabank.com for new requests.

Foreign Drafts

For those customers who purchase or negotiate foreign currency drafts (GBP, EUR, CAD and USD) through Scotiabank's Antigua branches, ECAB will continue to offer these services after the sale, with the exception of the sale of CAD drafts. An alternative to CAD drafts will be a CAD wire payment.

During the transition period, drafts will be ready for collection on the next business day after the draft request was made. We will accommodate same day collection in emergency situations only. Upon the completion of the integration, same day draft collection will become available.

SWIFT Wire Transfers

Please note that Scotiabank Antigua's Bank Identification Code (BIC) will no longer be valid for wire payments. Please be reminded that customers must provide the correct wire information for outgoing wires to be successfully processed. You are encouraged to verify the beneficiary's/recipient's banking information before attempting to process an outgoing wire. Incorrect or incomplete information will result in delays or the return of funds.

Incoming wires should be processed using the following information. Wires sent using the Scotiabank routing information will not be received. **Please note that the Institution Account Number MUST be placed in the Account with Institution Field (Field 57A).**



USD	EUR
<p>Intermediary Bank: Bank of America N.A. Hialeah, Florida Swift Code: BOFAUS3M</p> <p>Account with Institution Number: 1901221044 (Mandatory in Account with Institution Field - Field 57A)</p> <p>Beneficiary Bank: Eastern Caribbean Amalgamated Bank Limited 1000 Airport Blvd Coolidge, Antigua Swift Code: ECABAGAG For Further Credit To: Beneficiary name and account number held with ECAB</p>	<p>Intermediary Bank: Bank of America N.A. 2 King Edward Street, London, EC1A 1HQ, UK Swift Code: BOFAGB22 IBAN#: GB02 BOFA 1650 5049 7610 35</p> <p>Account with Institution Number: 49761035 (Mandatory in Account with Institution Field - Field 57A)</p> <p>Beneficiary Bank: Eastern Caribbean Amalgamated Bank 1000 Airport Blvd Coolidge, Antigua Swift Code: ECABAGAG For Further Credit To: Beneficiary name and account number held with ECAB</p>
GBP	CAD
<p>Intermediary Bank: Bank of America N.A. 2 King Edward Street, London, EC1A 1HQ, UK Swift Code: BOFAGB22 IBAN#: GB77 BOFA 1650 5049 7610 43</p> <p>Account Number: 49761043 (Mandatory in Account with Institution Field - Field 57A)</p> <p>Beneficiary Bank: Eastern Caribbean Amalgamated Bank 1000 Airport Blvd, Coolidge, Antigua Swift Code: ECABAGAG For Further Credit To: Beneficiary name and account number held with ECAB</p>	<p>Intermediary Bank: Bank of America Canada N.A., Canada Branch 181 Bay St., Suite 400 Toronto, ON M5J 2V8 Swift Code: BOFACATT Routing: 024156792</p> <p>Account Number: 49514219 (Mandatory in Account with Institution Field - Field 57A)</p> <p>Beneficiary Bank: Eastern Caribbean Amalgamated Bank 1000 Airport Blvd, Coolidge, Antigua Swift Code: ECABAGAG For Further Credit To: Beneficiary name and account number held with ECAB</p>

Please note that during the transition, automated confirmations for wires will not be available. At this time, customers who require wire confirmations are asked to contact us at 480-1645 to request the specific wire confirmation. Automated wire confirmations will resume upon the completion of the integration process.

SWIFT MT940/950 Messages

Customers who use the SWIFT MT940/950 message service must advise recipient banks and third parties that the Scotiabank Antigua BIC is no longer valid. Instead, SWIFT messages must now be sent using ECAB's BIC: ECABAGAG.

Insurance

For insurance customers, please note that there will be no immediate change to your existing coverage or the underwriter of the insurance as a result of the sale to ECAB.



New Products and Services Registration

If you wish to obtain any new products or services during the transition period, we ask that you do so at your usual branch.

How to Contact Us

During the transition, you may call 268-480-1645 for queries relating to In-branch, Internet Banking, Loans, Insurance and Credit Card services.

If you have questions or concerns relating to Small Business, Corporate and Commercial Banking, please contact us at 268-480-1646 for assistance.

We at the Eastern Caribbean Amalgamated Bank are here for you. We stand ready to ensure your transition is a smooth one and to provide you with service of the highest standard.

Once again, thank you for the opportunity to serve you and we look forward to being your Bank of Choice.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Spencer', written in a cursive style.

Michael Spencer
General Manager

