

NOTICE TEMPORARY BRANCH CLOSURE

Dear Valued Customer,

Please be advised that in-branch services at our **Redcliffe Street Branch** continue to be unavailable for the week of February 15th and until further advised. Please also note that our **High Street location (Card Services and Safe Deposit)** will also be closed.

In accordance with the COVID-19 protocols, we have completed sanitization of these locations along with all other protocols recommended by the Ministry of Health and all employees at these locations will remain in quarantine until cleared to return to work.

While all in-branch services have been suspended, in an effort to continue our service to you please note the below services remain available:

- ATMs Withdrawals – Redcliffe Street, High Street, Coolidge, Woods, Dockyard, Jolly Harbour, Epicurean (Friars Hill)
- ATM Deposits (Redcliffe Street, Woods, Coolidge, Dockyard Only)
- Night Deposit Services

Night Deposit Services

During this period of closure, Redcliffe Street Branch customers using our canvas night bags are invited to collect a complementary supply of disposable night bags from our Coolidge or Woods Branches. All canvas bags that were at this branch are now available for collection at the Woods Branch

Cheque Book and Card Collection

Customers who requested collection of cheque books or Debit/ATM/Credit cards at Redcliffe Street can visit our Woods Branch.

Alternate Banking Channels

Given the closure of these locations, and the increasing cases of COVID-19, we wish to request that all customers use our alternative banking channels and only visit the branches to conduct in branch transactions that are not available via our ATMs and/or Online/Mobile Banking.

Customers who require in-branch services that are not available via online/mobile banking or the ATM are directed to visit any of our other locations.

We apologize for any inconvenience caused. The Bank continues to prioritize the safety and well-being of all customers and staff.

For more information please contact
Client Services Centre at 480-6187 or info@ecabank.com.