

REDCLIFFE STREET

Temporary Branch Closure Update

February 5, 2021

Dear Valued Customer,

Please be advised that in-branch services at our Redcliffe Street Branch continue to be unavailable. In accordance with the COVID-19 protocols, we have completed sanitization of the Redcliffe Street Branch along with all other protocols recommended by the Ministry of Health and all employees at this branch 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:

ATMs & Night Deposit Services

Processing of ATM Deposits and Night Bag Depository transactions will resume by Friday, February 5, 2021. Customers can therefore continue to make deposits via these channels.

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. Any canvas bags that are currently at the Redcliffe Street Branch will be available for collection at our Woods Branch from Monday, February 8, 2021.

Cheque Book and Card Collection

Customers who requested to collect cheque books or Debit/ATM/Credit cards at this location can visit our Woods Branch to collect these from Friday, February 5, 2021.

Alternate Banking Channels

Given the closure of the branch and the increasing cases of COVID-19, we wish to request that all customers use our alternative banking channels and only visit the branch to conduct in-branch transactions that are not available via our ATMs and/or online/mobile banking. **Withdrawals of up to EC\$2,700 per day can be conducted at our ATMs and deposits can be made at our Woods, Redcliffe Street, Coolidge and Dockyard ATMs.** Customers who require in-branch services during this period of closure 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.



MANAGEMENT