

Integration Update (Former Scotiabank Customers)

Monday, January 23, 2023

Dear Valued Customer,

As we integrate your former Scotiabank account onto our banking platform, we would like to keep you informed of the following updates:

Living Abroad and Need to Collect Your Card and MOREBanking Credentials

Customers living abroad may receive your new card and online and mobile banking credentials through the following options:

1. Customers may contact the bank at info@ecabank.com or 480-6186 to arrange for your card to be couriered to you via FedEx.
2. Written and signed instructions may be sent requesting a third-party to collect your cards and pins (where applicable) on your behalf. Your request must include the name of the person to collect. (They must also present a Government issued ID to collect).
3. Persons residing overseas, may also call 480-6186 from Monday, January 23, 2023 to receive your MOREBanking credentials over the phone.

Secondary Debit Card Holders - Collection of Cards

Unfortunately, there is a delay in the printing of secondary cardholder cards and we are unable to have them available by January 23rd as previously advised. We sincerely apologize for the inconvenience and wish to advise that every effort is being made to resolve this issue soonest. We hope to have these cards available by January 31st and will be extending our opening hours until 4:00 p.m. to assist customers in-branch in the interim. A notice will be released once these cards are available for collection.

Former Scotiabank Online Banking Account Holders Without Registered Email Addresses

To receive your online banking credentials, please note that you will need to update your e-mail address if no address is currently linked to your former Scotiabank account. This update can be completed by our Customer Service Department at our Woods, Redcliffe Street and Dockyard branches from tomorrow, January 23, 2023.

If you have any questions relating to the above or the integration process, please contact our Customer Support & Digital Banking Team at 480-6186.

Sincerely,

MANAGEMENT