

## OUR CONTINUED COMMITMENT TO SERVICE EXCELLENCE

### Additional Location for Collection of Cards & Online Banking Credentials

Dear Valued ECAB Customer,

Throughout the planning process to acquire and integrate former Scotiabank customers and products onto our systems, our main objective has been to ensure a smooth transition for all customers.

Notwithstanding our efforts thus far, we recognize that the migration process has not been a seamless one and acknowledge that this may have impacted your customer experience. We sincerely apologize for any inconvenience this has caused and commit to delivering improved experiences and solutions over the next few weeks.

To this end, we wish to advise that **we are expanding our collection locations** for our former Scotiabank customers and have also implemented other in-branch adjustments aimed at improving the customer experience.

**Effective Monday, 6th February 2023, customers may collect their online and mobile banking login credentials and new ECAB cards at the below branches:**

Last Names	Location
A to E	Woods Branch (former BNS Location)
F to O	High Street Branch
P to Z	Redcliffe Street Branch

The hours for collection continues as follows until further advised:

**Mondays to Fridays – 8:00 a.m. to 4:00 p.m.**

**Saturdays – 9:00 a.m. to 2:00 p.m.**

Additionally, we encourage customers to call our Customer Support and Digital Banking Department for all customer related queries and support. Our team can be contacted at 480-6186 or 480-6187, Mondays to Sundays from 8:00 a.m. to 10:00 p.m.

We appreciate all your feedback and commend the understanding and patience extended.

Our dedicated Team remains committed to serving you.

Thank you sincerely,

**ECAB**

***Your Financial Partner for Life.***