

Collection of Replacement Debit & Credit Cards



December 18, 2023

Dear Valued Customer,

Your satisfaction is our priority.

Over the last few months, you may have experienced card-related issues that impacted your ability to efficiently conduct business and other financial affairs with ease. We apologise for not meeting all of your expectations.

Over the last few months, extensive investigations and testing have been undertaken to determine the root cause of the card performance challenges and intermittent system disruptions. Based on the findings, our card vendor has confirmed that a production error occurred which caused the chip in the affected cards to deactivate during specific transactions. To resolve the chip performance issue and increase card reliability for our customers, select debit and credit cards will be replaced.

Commencing **Wednesday, 20 December, 2023**, we are embarking on a card replacement program to resolve these technical issues. This card replacement applies to:

- Former Bank of Nova Scotia (BNS) customers who would have received debit and credit cards during the integration process.
- Legacy ECAB customers who received renewed USD credit cards, with expiry date January to March 2025.

If you previously received a replacement or renewal card, you will NOT be required to collect a card. However, Visa AAdvantage® cardholders are encouraged to collect their new co-branded card.

Below, please find the full schedule according to your last name:

					COLLECTION PERIOD	
	Woods (Former Scotiabank)	High Street	Redcliffe Street	Coolidge	FROM	TO
LAST NAME STARTING WITH	A	D	R	Small Business & Commercial Customers	Wed, Dec 20, 2023	Sat, Dec 30, 2023
	B	E	S		Tues, Jan 2, 2024	Fri, Jan 5, 2024
	B	F	S		Mon, Jan 8, 2024	Fri, Jan 12, 2024
	C	G	T, U, V		Mon, Jan 15, 2024	Fri, Jan 19, 2024
		H, I	W		Mon, Jan 22, 2024	Fri, Jan 26, 2024
		J	X, Y, Z		Mon, Jan 29, 2024	Fri, Feb 2, 2024
		K, L			Mon, Feb 5, 2024	Fri, Feb 9, 2024
		M			Mon, Feb 12, 2024	Fri, Feb 16, 2024
	N, M, O, P, Q			Mon, Feb 19, 2024	Fri, Feb 23, 2024	

Collection Times are as follows:

Monday-Thursday: 8.00 a.m. - 2:00 p.m.
 Fridays: 8.00 a.m. - 3:00 p.m.
 Saturdays (December 23 & 30): 9.00 a.m. - 1:00 p.m.

Customers residing overseas will receive their cards via courier at ECAB's expense. Please contact us at cardcollection@ecabank.com or **480-1541** to arrange deliver of your card.

Should you have any questions, please contact our Customer Support & Digital Banking Team at info@ecabank.com or by calling **480-6186**.

We are committed to serving you better. We continue to work with the relevant vendors to address the intermittent system disruptions. We thank you for your continued patience and support.

Yours sincerely,



Sonya Roberts-Carter
 Senior Manager - Operations

