

ECAB LAUNCHES CREDIT AND DEBIT CARD REPLACEMENT PROGRAM

Press Release

St. John's Antigua, December 18, 2023 – Commencing December 20, 2023, the Eastern Caribbean Amalgamated Bank Limited (ECAB) will launch its Card Replacement Program. The initiative focuses on the replacement of debit and credit cards distributed during the integration phase and legacy ECAB USD cards with an expiry date between January to March 2025.

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, debit and credit cards issued during the integration process and legacy ECAB cards with expiry dates January to March 2025 will be replaced. **Please note, if you previously received a replacement or renewal card, you will NOT be required to collect a card.**

We continue to work with the relevant vendors to address the intermittent system disruptions and we sincerely apologize for the inconvenience caused over the past few months. Steps to minimize such during the upcoming card replacement program will be taken.

Kindly note the below two groups of ECAB customers who will be impacted by the new card rollout:

- Former Scotiabank (BNS) customers who would have received debit cards during the integration phase. (Note that credit card replacement for former BNS customers has already commenced with the issuance of the AAdvantage Renewal cards.)
- Legacy ECAB customers who received renewal USD credit cards with an expiry date between January and March 2025.

To simplify the collection process, the following additional measures have been implemented:

- A schedule will be released to guide customers on the collection of the new cards. Please be advised that cards will be distributed based on last names and must be collected at the named location within the specified time frame.
- Special accommodations to manage the distribution of cards to overseas card holders, senior citizens and business clients have been put into action.
- Regular updates will be available via email, radio, television, social media and the bank's website to further direct customers.

Customers may contact our Customer Support and Digital Banking team at 480-6186 for more information on the card collection process. Customers can also email cardcollection@ecabank.com or call 480-1541 to request collection of their card at a different location.

MANAGEMENT

Eastern Caribbean Amalgamated Bank Limited (ECAB)