

CLOSURE OF FCIB ANGUILLA FREQUENTLY ASKED QUESTIONS

Accounts

1. How can I access my funds if I do not close my account by 31 January 2019?

All account holders should close their accounts with the bank by 31 January 2019. Accounts not closed by this date will be transferred and managed by the bank's business operations in Antigua and Barbuda. Transferred accounts will retain the same account number, balances and status as at 31 January 2019. Customers will not be allowed to make withdrawals or deposits; the only option will be to close the account. CIBC FirstCaribbean will also be assisting with closure of accounts where applicable, for clients outside of Anguilla. Customers who wish to close accounts after 31 January 2019 in Anguilla may do so by providing a notarized letter to our Antigua office where account details will be verified and funds paid via NCBA or wire transfer to the customer's bank of choice. Please contact us at our toll-free number at 1-866-743-2257 to speak with a customer service agent.

Cheques

2. What should I do if I present a cheque for encashment but the account holder has already closed his/her account?

The account holder should be contacted directly as the duty of payment of obligations rests with them.

3. Would customers be refunded for unused cheques/cheque books?

Customers will not be refunded for unused cheques or cheque books.

Loans and Credit Cards

4. How do I get my monthly balance after making a loan payment?

For balance and other queries please contact us at our toll-free number at 1-866-743-2257 to speak with a customer service agent.

5. When will statements be issued?

Statements will continue to be issued as long as there is an account balance and until your account is closed. Statements will be printed and sent via mail.

6. Who do I go to if I have a query on my credit facility?

For balance and other queries please contact us at our toll-free number at 1-866-743-2257 to speak with a customer service agent

7. Someone I know is encountering difficulty servicing his account, with whom can they speak?

For balance and other queries please contact us at our toll-free number at 1-866-743-2257 to speak with a customer service agent

8. To whom should my loan payments be made?

Payments made to NCBA

9. How will my non-performing loan be treated?

Your non-performing loan remains due and payable and you will continue to be engaged for payment. Payments should be made to NCBA.

10. Whose books is my loan on?

Your loan will be managed by CIBC FirstCaribbean – Antigua.

11. How will the matter of the foreclosure on my property be settled?

Any ongoing legal proceedings will continue. Customers will continue to be pursued for payments.

12. Will I have to pay off my credit card(s)/OD/loan(s) in full?

Yes, your credit cards and overdrafts remain due and payable. Effective January 31st 2019, cards will be frozen and payments on same continue until other arrangements are made for transfer of balances to a new institution or fully paid off.

13. When I pay off my debts, who will be responsible for returning my property documents?

NCBA will accommodate return of your documents.

Agent Bank

14. What does Agent Bank mean?

An Agent Bank is a bank that facilitates the transactions as outlined above.

15. How long will the Agent Bank be in operation? (consideration for mortgage clients)

As long as required.

16. What kind of services will the Agent Bank offer besides taking payments?

As outlined above.

17. Will the Agent Bank maintain my interest rate?

The Agent Bank is not responsible for changes in terms of your loans or credit cards.

18. Will other terms and conditions remain the same?

All other terms and conditions remain the same

19. What about outstanding bank drafts issued but not yet cashed?

This will be accommodated by NCBA

Miscellaneous

20. How would outstanding transaction disputes be resolved/handled?

Please contact us at our toll-free number at 1-866-743-2257 to speak with a customer service agent.

21. Merchant Services - What is the absolute last date/time to accept transactions via terminal and date/time for settlement/batching?

January 28, 2019 at 3:00pm

22. Merchant Services - For chargebacks that need to be initiated after the closure of the Anguilla branch, what are the steps to be taken?

Contact Card Services through our Customer Service Desk at 1-866-743-2257

23. How do I claim abandoned property already submitted to the ECCB?



Customers who wish to claim abandoned property after 31 January 2019 in Anguilla may do so by providing a notarized letter to our Antigua office where account details will be verified and funds paid via NCBA or wire transfer to the customer's bank of choice. Please contact us at our toll-free number at 1-866-743-2257 to speak with a customer service agent.

24. Is there a hot line to address queries relating to my accounts with FCIB Anguilla?

For queries please contact us at our toll-free number at 1-866-743-2257 to speak with a customer service agent.