



ECCB'S 2023-2024 ANNUAL REPORT FOR FINANCIAL YEAR ENDED 31 MARCH 2024

A YEAR OF REFLECTION, CELEBRATION AND IMPLEMENTATION

Some Key Strategic Achievements

FINANCIAL STABILITY



- Created a conceptual model for a Regional Standards Setting Body to oversee non-bank financial institutions
- Developed a conceptual model for the Office of Financial Conduct and Inclusion to promote financial consumer protection and literacy
- Soft launch of ECCU Credit Bureau. Credit Bureau will help provide easier access to credit

PAYMENT MODERNISATION AND FINANCIAL INCLUSION



- Drafted laws to provide more innovative non-bank payment services options
- Commenced work on the transition to DCash 2.0 - a more advanced and user-friendly platform
- Completed and launched the results of the inaugural Financial Literacy and Inclusion survey to learn more about the public's financial information needs

ENVIRONMENTAL, SOCIAL AND CORPORATE GOVERNANCE



- Supported youth in Science, Technology, Engineering, and Mathematics to help increase interest in these subjects and promote technology-based entrepreneurship
- Assisted with strengthening cooperation to protect CBI programmes in the ECCU
- Conducted customer satisfaction survey to obtain feedback in order to improve ECCB's products and services
- Launched ECCB Virtual Museum to allow the public greater access to information about the ECCB
- Hosted inaugural Youth Parliament and Youth Symposium to afford the region's youth the opportunity to propose real solutions to issues affecting them
- Released ECCB Chorale Maiden Album

DIGITAL AND DATA TRANSFORMATION



- Launched new website, more user-friendly communication and information sharing with public
- Supported STEM camps on 4th and 5th Industrial Revolution skills for Secondary School students to:
 - help region achieve sustainable development
 - create a workforce fit for the future
 - facilitate imaginative and innovative technology workforce
- Integrated modern technology in policy design to ensure more interactive statistics and real-time access to information

ORGANISATION EFFECTIVENESS AND DEVELOPMENT



- Issued award winning \$2 Commemorative banknote
- Hosted 7th Growth and Resilience Dialogue - exploring experiences, ideas and innovative solutions to wellness and healthcare
- Hosted high-level engagement between Ministries of Finance and IMF to address critical climate issues that pose threats to ECCU
- Commenced work on implementation of key Risk Indicators Framework to improve risk management function
- Hosted *ECCB@40* Global Conference in collaboration with Central Banking and representation from every continent. Speakers addressed current challenges and innovation

FINANCIAL RESULTS



Attained a record profit of \$80.2 million