



Republic Bank (EC) Limited
Head Office

STATEMENT BY COUNTRY MANAGER ON CONVERSION TO REPUBLIC BANK PLATFORM

In January of 2021 we communicated to our customers around the changes associated with the conversion from the Scotiabank banking platform to the Republic Bank banking system. These activities culminated on September 1st, 2021.

A project conversion of this magnitude is a huge task and having to work within the challenges of a pandemic, has made the process even more difficult, but rest assured we have our best talent both locally and across our group network, working through this conversion process.

We sincerely apologize for the inconveniences being experienced by our customers and wish to express sincere thanks for your patience and understanding. We can assure you that your balances have been successfully transferred to your new Republic Bank account and your debit card, recently collected, is already activated and can be used at all ABMs Island wide. We are actively working to ensure Point of Sale terminal access, in the shortest possible time.

We have been providing information through radio, press, our website, direct email and social media messages, however, we recognize that with the current pandemic and so much being pushed through electronic media, that some messages may have been missed. We are therefore committed to increasing our channels of communication so that more information can be available to you, and we encourage you to look out and listen out for updates.

For credit card customers you should have collected your new Republic Bank credit card and the PIN to be used for doing transactions. For customers who are to still collect their credit and debit cards from our branches, we implore you to please adhere to the COVID-19 protocols of physical distancing, wearing of facemask and hand sanitization as the safety of you our customers and of our staff is paramount.

Republic Bank again wishes to thank YOU our customers. We understand the anxiety and concern you may be feeling at this time. We also recognize that in this initial phase the teething problems can create even further anxiety. We thank you for your patience and apologize for the temporary inconvenience.

Here are our contact details to reach us with any conversion related matters.

Email us at conversion@rfl.com or call us at **1-758-459-4357**

You can also obtain information on our website - <https://www.republicbankstlucia.com/rbec-conversion>

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Republic Bank (EC) Limited