

# Upcoming changes to your banking experience at a few of our locations.

Our digital transformation, driven by our customers' changing preferences, has been key in our ability to achieve improved customer satisfaction rates, efficiencies and sustainable growth. Thanks to our investments in technology, we are able to provide safe and convenient digital alternatives for conducting banking business. Customers are using our branches differently today – less frequently, as they complete more transactions online, and moreso for complex needs.

As a result of these factors, and after a review of our branch and service delivery network in Trinidad, the way you do business with us at the following locations is going to change.

## **Cipero and Rushworth Streets Branch.**

- **Effective Friday 18th March 2022, the Cipero and Rushworth Streets Branch will close its doors** to the public and its operations will be consolidated into the nearby High Street, San Fernando Branch.
- **Your Accounts will be automatically transferred to the High Street, San Fernando Branch.** This means that you will have a new transit and new account number after Friday 18th March 2022, and we will contact you with details on your new account(s). This change does not restrict your access to your existing account(s) and no action is required from you at this time.

## **Park and Pembroke Streets Branch.**

- **Effective Thursday 14th April 2022, the Park and Pembroke Streets Branch will close its doors** to the public and its operations will be consolidated into the nearby Independence Square, Port of Spain Branch.
- **Your Accounts will be automatically transferred to the Independence Square, Port of Spain Branch.** This means that you will have a new transit and new account number after Thursday 14th April 2022, and we will contact you with details on your new account(s). This change does not restrict your access to your existing account(s) and no action is required from you at this time.

## **Cunupia Sales Centre.**

- **Effective 25th March 2022, the Cunupia Sales Centre will close its doors and its operations will be consolidated into the Cunupia Branch.**
- **Your accounts are already with our Cunupia Branch** and as such, no action is required from you. We look forward to continuing to serve you there and online.

## **Your ATM Access.**

You can continue to use our ATMs at the above locations or any of our conveniently located Branch or Offsite ATMs. Post consolidations, we will maintain the ATMs at Cipero and Rushworth Streets and Park and Pembroke Streets for your convenience.

## **We're here to help.**

Should you have any questions on these changes, please feel free to speak with a branch representative and stay tuned to [tt.scotiabank.com](https://tt.scotiabank.com) for further updates.

These decisions were not made easily and were completed only after careful consideration of several factors. We sincerely appreciate the loyalty of our customers and look forward to continuing to serve you in branch and through our award winning mobile and online channels.

## **Reminder:**

Your everyday banking activities are easy and safe when you Use Scotia OnLine Banking or the Scotia Caribbean App to pay bills, transfer money, view account statements, top up mobile and more! Learn how using our easy [step by step guides](#).