



Kingston, Jamaica
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Scotiabank Jamaica Receives Global Quality Award For Excellence by MasterCard Worldwide

Scotiabank Jamaica has been awarded the MasterCard Worldwide Global Quality Gold Award for its excellence in operational achievements for the second year in a row. The Bank received the award in the **Worldwide Gold Award** category, the second highest category for MasterCard customers with exceptional performance relative to its Global Minimum Standards.

This award acknowledges performance in key areas that affect cardholders experience. This includes cardholder satisfaction at the Point of Sale through issuer availability; authorization of transactions; and chargeback performance. Scotiabank was one of two customers from Latin America and the Caribbean to be recognized as a Worldwide Gold Award winner.

“We are proud to win this award for the second consecutive year. It is a tribute to our hard work and dedication to delivering the highest level of service to our cardholders” said Mrs. Elena Villafana-Sylvester, Vice President, Electronic Financial Services & Retail Banking, Scotiabank Jamaica.

MasterCard Worldwide established the Global Quality Awards program in 2006 to acknowledge customers who have achieved exceptional operational performance in MasterCard Quality Standards. The system also provides useful feedback for improving their operational performance while creating a sense of urgency and understanding about the need to focus on quality and performance excellence.

“We are very pleased to grant a Global Gold Award to Scotiabank Jamaica for its achievement in operations quality, which ultimately guarantees cardholders’ satisfaction and service excellence,” says Diana Forti, Vice President of Regional Accounts for Scotiabank.

Mastercard selects winners in the first quarter of each year based on prior year data. Winners must have annual authorization transaction counts of greater than one million and be compliant with all MasterCard Rules.

As part of its suite of electronic banking services, Scotiabank offers a number of MasterCard Credit Cards to meet the needs of all segments of the customer base. These include MasterCard

Standard, Magna MasterCard, MasterCard Gold and MasterCard Platinum. The Bank has the largest share in the market for credit cards.

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