



February 01, 2023

Re: COLLECTION OF BOSVG VISA® DEBIT & CREDIT CARDS

Dear Prospective Client,

In our previous notice dated December 5, 2022, we indicated that we will be replacing your CIBC FCIB International Bank cards with Visa® branded BOSVG cards prior to the transition date of March 27, 2023. We are pleased to advise that the cards for existing cardholders are now available for collection.

In order to ensure a seamless process, arrangements have been made to facilitate the collection of the cards at a Distribution Centre on the upper floor of the CIBC FCIB Branch located at Halifax Street in Kingstown.

Please note the following important information:

- ✓ Use the entrance leading to the car park then follow the signs provided
- ✓ Card collection will commence on Tuesday February 7, 2023
- ✓ Opening hours for collection will be 8:30 a.m. to 3:00 p.m., from Monday to Friday

Schedule for Card Collection:


Surnames Starting:	Collection Period
A - C	Week 1 – Tuesday February 7 – Friday February 10
D - F	Week 2 – Monday February 13 – Friday February 17
G - J	Week 3 – Monday February 20 – Friday February 24
K - N	Week 4 – Monday February 27 – Friday March 3
O - S	Week 5 – Monday March 6 – Friday March 10
T - Z	Week 6 – Monday March 13 – Friday March 17

When collecting your card(s) you will need to present the following:

- ✓ A valid photo identification (ID) - *please note that two forms of identification would be preferred.*
- ✓ Your existing CIBC FCIB branded card

In the event that you are unable to visit the Distribution Centre during the scheduled times, appointments can be made to collect your cards by contacting us as follows:

- ✓ Telephone numbers: 1-784-452-4800 and 1-784-452-4801
- ✓ WhatsApp number: 1-784 530 1844 (**using text messages only**)
- ✓ Email: activate@bosvg.com



Clients residing outside of St. Vincent & the Grenadines, who wish to make arrangements to receive their cards can also contact us using the information above.

Kindly note that the **cards can only be activated from March 27, 2023** following a successful conversion on March 24, 2023.

If you require further clarification on the subject, we encourage you to contact our team at telephone numbers 1-784-452-4800 and 1-784-452-4801. Also, you can email us at activate@bosvg.com.

Meeting your banking needs is our top priority. We look forward to introducing you to our wide range of innovative banking solutions and to further engage you through our well-trained and courteous staff. It is a privilege to be of service to you.

Sincerely,



Monifa Latham
Team Lead, Products and Services

