



## IMPORTANT NOTICE

Following the dissemination of the online banking details on Sunday, March 26, 2023, we note a recurring issue which has been impeding your progress during the activation process. Accordingly, we provide the following clarification.

When prompted to enter your “old password” in order to change to a new password, please note that the **temporary access code** provided in our email to you should be entered and not your old CIBC FCIB password.

Additionally, we were advised that there is a page break in the original document disseminated. To address this, we ask that you scroll down to the end of the page to review the full instructions. For ease of reference, we have attached the document here, note that you will have to revert to the original email to obtain the temporary access code.

If you are experiencing any other issues with set up, please feel free to contact us for assistance using the following information:

Email: [integration@bosvg.com](mailto:integration@bosvg.com)  
Telephone Numbers: (784) 452-4500  
(784) 533-1581  
(784) 528-5529  
(784) 432-6019

If you have already activated your online banking then please disregard this communication.

We take this opportunity to welcome you to BOSVG.

Bank of St Vincent and the Grenadines Ltd  
Doing *more* Together

March 28 2023