

TRANSITION DIRECTORY FOR FORMER CLIENTS OF CIBC FCIB

CONTACT INFORMATION

DIGITAL ENGAGEMENT CENTRE (DEC 2)

Team Lead - Andrene Hazell
Direct Line: 784-452-4500
Mobile: 784-533-1581 / 784-528-5529/ 784-432-6019
Email: integration@bosvg.com

Handles all queries related to the CIBC FCIB transfer:

- Remote card pinning
- Online banking set-up
- Remittance information confirmation letters
- General queries

CARD DISTRIBUTION AND ACTIVATION (PINNING)

Team Lead - Kadeem Mofford
Direct Line: 784-452-4800 / 784-452-4801
Mobile: 784-531-1844
WhatsApp: 784-5301844 (messages only)
Email: activate@bosvg.com

Operates at the Halifax branch for card distribution:

- Debit and credit card distribution (in person)
- General queries in branch
- Chequebook collection

MERCHANT SERVICES AND ONLINE BANKING

Team Members - Terry Dowers - 784-433-8150
Kevis Pompey - 784-530-9281
Don-Ricardo Adams - 784-534-8973
Marcia Thompson - 494-1931
Gilleon O'Garro - 784-452-4403
Email: process@bosvg.com

Handles all queries related to the CIBC FCIB transfer:

- Online banking set-up
- Point of sale terminals
- Electronic Funds Transfer (EFT) and Payroll services
- Corporate services queries

FORMER CIBC FCIB LOANS AND DEPOSITS

Team Lead - Shelly-Anne Samuel - 784-452-4401
Email: ssamuel@bosvg.com
Desmond Errol Armstrong - 784-452-4402
Email: darmstrong@bosvg.com
Gilleon O'Garro - 784-452-4403
Email: gogarro@bosvg.com

Operates in branch to assist customers with queries.

- Loan queries
- Relationship management
- General account queries

COLLECTION OF CHEQUE BOOKS

Team Member Assigned - Kayla Keizer
Direct Line: 784-452-4355

Operates in branch to assist customers with queries:

- Chequebook collection

CARD SERVICES DEPARTMENT

Team Lead - Gillian Da Silva - 784-452-4113
Email: gedasilva@bosvg.com
Ronda Glasgow - 784-493-1744
Email: rglasgow@bosvg.com

Assist with overall banking queries:

- Credit card activation and pinning

DIGITAL ENGAGEMENT CENTRE (DEC 1)

Team Lead - Mya Douglas
General Queries - Call Centre Team: 784-452-4375
WhatsApp: 784-494-1844 (messages only)
784-528-1844 (messages only)
Email: info@bosvg.com

Assist with overall banking queries