

## **NCB to reimburse customers' late fees**

National Commercial Bank Jamaica Limited (NCB) remains committed to reimbursing late fees to customers impacted by the recent delayed salary payments. This comes as part of the Bank's efforts to make things right with customers affected by challenges associated with our recent system upgrade.

To request reimbursement, customers are invited to visit a branch and speak with their Relationship Officer or Branch Manager or send an email to [salary@incb.com](mailto:salary@incb.com), along with any supporting documentation so that we can review and address each issue as soon as possible. Reimbursements are available for customers who incurred late payment fees for utility companies as well as loans and credit cards held at other financial institutions due to the delayed payments. Similarly, NCB will ensure that customers do not incur late fees on NCB loan and credit card facilities.

"We recognise the impact that these challenging outcomes of our system upgrade have had on our customers, and we're doing everything we can to rectify the situation," said Patrick Hylton, President and CEO of the NCB Financial Group. "We have also taken our learnings from this, and customers can rest assured that we will apply these learnings in any future upgrade activities so that this experience is not repeated. We truly regret the pain this has caused our valued customers during this time, and our entire team will be pulling out all the stops to make it right."

"For customers concerned about the impact of late payments on their credit report, we will be working closely with the credit bureaus and other stakeholders, to mitigate this." Hylton said.

NCB will be extending the opening hours of its branches today (Monday, May 27) and tomorrow (Tuesday, May 28) to 3:30 p.m. to facilitate customers who want to do their banking in-branch. Customers are also reminded that they can use an iABM in any of NCB's 24-hour Bank on the Go locations islandwide to view balances, make credit card and utility bill payments, transfer, withdraw and deposit funds to their accounts.

"We know that a lot of customers rely on the convenience of our online banking and mobile app platforms, so our teams are working around the clock to fully restore these services," Hylton noted. "In the meantime, we ask customers to bear with us while we work on this – we will keep you updated every step of the way."

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