



**May 24, 2019**

**Press Release**

**NCB Apologizes for Delayed Payments Resulting from Ongoing System Upgrade**

National Commercial Bank Jamaica Limited (“NCB”) regrets to advise customers that they are still experiencing delays uploading payroll files and as a result some salaried workers will not see payments reflected by end of day Friday May 24, 2019.

“The issues being experienced by our customers have our complete and undivided attention. Despite our teams working around the clock to manually upload and process payroll files as result of unavailability of our upgraded platform, some customers have yet to receive their salaries and for this we are deeply sorry.” stated Patrick Hylton, NCB CEO.

This is the most significant upgrade the Bank has undertaken in recent history. The decision to upgrade over the weekend of May 17, 2019, was taken after undertaking multiple rounds of rigorous testing, which indicated that core systems would have stabilized prior to payroll date.

Hylton continued “Unfortunately the stabilization has not occurred in the expected timeframe. We will not rest until we are able to restore our systems and more importantly, our customers’ confidence. We are committed to turning this around and creating an experience and platform that is worthy of your loyalty.”

The Bank has acknowledged the potential impact on customers’ ability to make loan, credit card, and utility payments in a timely manner. Customers who have been impacted in this manner are encouraged to contact NCB at [salary@jncb.com](mailto:salary@jncb.com) and we commit to reviewing and addressing in the shortest time possible.

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