

[Date]

[Client's Name]
[Client's Address]
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[Client's Address]

Dear Valued Client,

Re: Bank Standardization Project – COVID19 and Debit Card Update

We hope that this letter finds you and your family well in the midst of the current COVID19 restrictions.

Debit Card Production and Distribution Update

As indicated in our previous letter, we are in the process upgrading to Visa International Chip and PIN Debit Cards. As a result of the global pandemic, the production and distribution of our cards have been unavoidably delayed.

Initially your new cards were scheduled to be sent to you by June 2020, however due to similar restrictions as we have experienced locally, our international partners have halted their operations until further notice.

We will continue to keep you informed on the developing landscape and its impact on the roll out of our new Chip and PIN Debit Cards.

In the meantime, your existing VISA Debit Card will continue to be operational. Should your card expire during this time frame a new magstripe card will be produced for you until the CHIP and PIN cards are available.

YOUR FEEDBACK CONTINUES TO BE IMPORTANT TO US

You can find previous letters sent to clients on our website tt.jmmb.com/bankstandardizationtt. Should you have any additional queries as it relates to these changes, you can contact us via email at infott@jmmb.com with the caption "**System Changes**". We thank you for your continued partnership and we look forward to serving you.

Warm Regards,

Lisa-Maria Alexander

Chief Marketing Officer – Trinidad and Tobago