



## THE BANK OF NOVA SCOTIA GUYANA

### MEDIA RELEASE

Wednesday, May 27, 2020.

#### **Continuing to take important steps to help customers and employees stay protected – Changes for non-Scotiabank account holders.**

The ongoing COVID-19 pandemic has changed the way business is conducted, and keeping our customers and employees safe remains our top priority. In line with this, practicing physical distancing is critical, and to this end limiting the number of persons in our Banking Halls at any given time is a necessary requirement.

**Effective June 8, 2020, we will no longer facilitate transactions for Non-Scotiabank customers** on a permanent basis. The following applies:

- Cashing of cheques;
- Exchange of cash;
- Cash advances in branch - ATM access still available
- There will also be limits on Foreign Currency Transactions (purchases, etc.)

We encourage customers to take advantage of our digital and online platforms for processing payments which gives them the ability to conduct their transactions at their convenience, 24/7. Personal banking customers are now able to conduct third party transfer of funds to other accounts within Scotiabank and at other banks via our online banking service – ScotiaOnline. Our Small Business and Corporate, Commercial and Business Banking clients have our award winning Cash Management Services (CMS) platform available to them for processing payments.

We continue to enforce additional measures in our Branches to keep customers and employees protected by doing the following:

- Assigning dedicated cleaners to perform ongoing cleaning of our Branches and ATM vestibules;
- The availability of hand sanitizer in our customer areas;
- The installation of markings to indicate physical distancing, both inside and outside of our Branches;
- The installation of transparent panels at our Teller and Customer Representative counters to help provide a safe barrier while you are conducting your transactions.

Customers are encouraged to visit our Website: [www.gy.scotiabank.com](http://www.gy.scotiabank.com) for official COVID-19 updates, or reach out to us via 223-4357 (HELP). We will be pleased to help you navigate during this challenging period.

#### **About Scotiabank**

Scotiabank is a leading bank in the Americas. Guided by our purpose: "for every future", we help our customers, their families and their communities achieve success through a broad range of advice, products and services, including personal and commercial banking, wealth management and private banking, corporate and investment banking, and capital markets. With a team of approximately 100,000 employees and assets of approximately \$1.2 trillion (as at January 31, 2020), Scotiabank trades on the Toronto Stock Exchange (TSX: BNS) and New York Stock Exchange (NYSE: BNS). For more information, please visit <http://www.scotiabank.com> and follow us on Twitter @ScotiabankViews.