



**MEDIA RELEASE**  
**BANK OF NOVA SCOTIA GUYANA**  
**Tuesday, March 31, 2020**

**We're here for you.**

**Scotiabank announces details on Customer Assistance Programme for customers affected by COVID-19 pandemic.**

As Guyana copes with the effects of the COVID-19 pandemic, we are here to help our customers and provide flexible financial solutions to meet their individual needs.

Last week we announced that Scotiabank will provide support to our customers with the deferral of payments on various products for up to 6 months. A payment deferral means that you will not be required to make regular payments to your loans (principal, interest, insurance cost charge, if applicable) during the period of the deferral.

Since then, we have been working on financial relief measures to help with any financial hardships that our customers may be experiencing. Raymond Smith – Country Manager, Scotiabank commented “we have adjusted our Programme based on feedback from customers in order to ease the financial burden of customers as we cope with the effects of COVID-19.”

Here are some details on these measures.

**Optional Payment Deferral (Up to 6 months).**

On request, **individuals with mortgage loans** may defer payments initially for 3 months, with a possible 3 months extension. If you choose to defer payments on your mortgage, please contact us at 223 4357 (HELP).

During the time you defer your mortgage payments, interest will continue to accrue on the outstanding balance of the mortgage starting on the date of acceptance into the financial relief programme and will be payable at a later date during the loan term.

**Business Banking and Commercial customers** will also be able to request loan payment deferral options, with deferrals of 3 months in the first instance with the possibility of extension for a further 3 months. Customers wishing to access these options should call 223 4357 (HELP) or their Business Banking Advisor / Relationship Manager.

**Automatic Payment Deferral (Up to 6 months).**

Based on the demand from customers, Scotiabank has updated the Customer Assistance Programme so that retail customers with **credit cards (both retail and business banking), and individuals with revolving credit lines and other term loans, including auto loans** will now benefit from an **automatic deferral on payments** up to 6 months (first for a period of 3 months with the possibility of extension for a further 3 months).

Credit card customers can continue to make normal payments at any time. All other customers wishing to continue to make payments can continue to do so by calling Scotiabank at 223 4357 (HELP).

Please note that for customers whose payments are deferred, **interest on the loan will continue to accrue, along with any loan insurance cost charges due and will be payable at a later point in the loan cycle.** Customers should contact Scotiabank for more information on the interest payments.

### **Bank remotely.**

Given the public health guidelines around social and physical distancing, Scotiabank is also strongly encouraging all customers to make use of the recently expanded functionality available through its self-service banking channels. This includes the Bank's new mobile banking application that can be used to pay bills, transfer funds and check account activity free of cost 24 hours per day. While most of our branches remain open to the public for certain transactions, customers are being asked to use digital channels and ABMs during this time.

### **Let us help guide you.**

Our team is here to support customers with any questions regarding financial needs. Please contact our call center at 223 4357 (HELP) which is available 24/7 for further details. Please also stay tuned to our website [www.gy.scotiabank.com](http://www.gy.scotiabank.com) for further info related to our Customer Assistance Programme as well as all our official updates on COVID-19.

### **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.