

## MEMBER CARE

Live chat by LivePerson The Member Care Department: can assist you with any queries and investigate any member services issues. Their role is to assist and support you as you conduct business with our Credit Union Our Member Contact Points Contact Centre: This provides convenience at your fingertips and allows you to conduct business from your phone. Our highly trained agents can transmit calls, answer queries on the status of loan applications, general product questions, etc. INTERNATIONAL MEMBERS It is easy for members residing outside of Barbados to secure a Credit Union account. Application forms can be mailed via registered mail to the prospective member for completion. The completed forms must then be returned with two (2) passport sized photos, copy of ID and proof of address. All documents and forms must be signed by a notary public or lawyer. Crediting your overseas account has never been easier as funds can be remitted electronically to ensure security. The routing information is listed below. UNITED STATES

COB ELECTRONIC TRANSFER INFO From USA transfers are routed through Bank of New York RVTUS3N FOR FURTHER CREDIT TO BNB AB BBB Barbados National Bank a/c: 018011762001 Independence Square Bridgetown Barbados FOR FURTHER CREDIT TO Member name & A/C number: COB Co-op Credit Union Ltd Lower Broad Street Bridgetown Barbados ENGLAND COB ELECTRONIC TRANSFER INFO From UK transfers are routed through Lloyd's Bank LOYDGB2L FOR FURTHER CREDIT TO BNB AB BBB Barbados National Bank a/c: 018011762001 Independence Square Bridgetown Barbados FOR FURTHER CREDIT TO Member name & A/C number: COB Co-op Credit Union Ltd Lower Broad Street Bridgetown Barbados

Thank you for choosing us as your preferred financial institution. We look forward to being of continued service to you.