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## Scotiabank Using Technology to Help Customers Control Their Money



*Scotiabank Team members were on hand to introduce Shareholders of Scotia Group Jamaica to the new Scotiabank Alerts and Credit Card Controls at the company's Annual General Meeting in March 2019.*

**Kingston, Jamaica:** Scotiabank announces new enhancements to its Alerts feature to give customers more control of their banking. In addition to Transaction Alerts and Security Alerts the Bank now offers Credit Card Controls. Credit Card Controls is an innovative feature that gives customers the ability to turn their credit card off or deactivate international or online transactions. A notification can also be sent when a customer reaches their maximum limit.

Transaction Alerts include ATM withdrawals, Debit or Credit Card purchases, Transfers and Daily or Weekly Balance Notifications. All Scotiabank customers enrolled in online banking will now automatically receive Security Alerts which include Sign in from a New Device, Password Modification, Change of Access Codes or Additions to Payees and Transfer Recipients. All Alerts are accessed through the Scotia Online Banking website or the Scotia Mobile App and are sent by email or an App Push Notification. While Security Alerts are automatically turned on for all online banking customers, all other Alerts can be selected and customised based on customer preferences.

All new features were designed based on customer feedback and are useful tools to better manage their accounts and monitor account activity. Some of these features are firsts for local banks and customer response to the new Alerts has been highly positive. Executive Vice President of Retail Banking, Audrey Tugwell Henry said “We are proud of this initiative because these tools really help customers to manage their money. It also gives them greater peace of mind knowing that they will be alerted if anyone ever tried to access their account or credit card.”

## **About Scotiabank**

Scotiabank is Canada's international bank and a leading financial services provider in the Americas. We are dedicated to helping our more than 25 million customers become better off 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 more than 98,000 employees<sup>1</sup> and assets of over \$1 trillion (as at January 31, 2019), Scotiabank trades on the Toronto Stock Exchange (TSX: BNS) and New York Stock Exchange (NYSE: BNS). For more information, please visit [www.scotiabank.com](http://www.scotiabank.com) and follow us on Twitter @ScotiabankViews.

<sup>1</sup>Employees are reported on a full-time equivalent basis.

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