

EMV Debit Card Pick-up



Dear Valued Customer:

We are excited to let you know that we are approaching the completion of our EMV chip debit card conversion. Our conversion team is taking some extra time to ensure that when we switch over, you will have a pleasant experience. We know that you may be eager to start using your new chip card and thank you for your continued patience. NBD hopes to announce the switchover date to the new chip debit card in the coming weeks.

Meanwhile, please continue to use your old card and stay tuned for our announcement of a switchover date.

If you have not yet collected your new chip debit card, please do so at your earliest to avoid any inconvenience. Once we have switched over to the new chip card, your old card will have limited functionality at our Automatic Teller Machines (ATMs).

Distribution of the new chip debit card continues at **NBD's Bayfront Branch** on the following days and times:

- **Mondays to Fridays 8:00 a.m. – 5:00 p.m.**

Alternatively, you may request to collect your card at another Branch – Portsmouth, Canefield or Hillsborough Street – or request to have it mailed to an overseas address by contacting the Bank at:

- Phone: 767-255-2300
- WhatsApp: 767-265-2300
- Email: collectmycard@nbd.dm

Please bring along the following documents when you are collecting your new chip card:

- A valid government-issued ID (e.g., passport, driver's license or Social Security card); and
- Proof of address (e.g., utility bill, employment letter, bank statement or rental agreement).

Your security is important to us. That's why we have updated our cards with chip technology to make card transactions in-store and at ATMs more secure.

Sincerely,

Annette Severin-Lestrade

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Managing Director