



FOR IMMEDIATE RELEASE

Cayman National Bank Brings in the New Year with a New Customer Service Centre in Grand Cayman's Business District

01/04/2005 – Cayman National Bank has relocated its West Wind Customer Service Centre to a larger facility on the corner of Edward Street and Dr. Roy's Drive in order to better serve its existing and prospective customers. The new office is located in the heart of Grand Cayman's business district at 54 Edward Street, Grand Cayman, Cayman Islands. Cayman National Bank modified an existing building to create a friendly and functional atmosphere that reflects the community bank's approach to financial services.

“This new office echoes Cayman National Bank's long-term commitment to the Cayman Islands. We are committed to our vision of deepening our local roots and strengthening our passion for consistent high levels of customer service. In so doing, we would become the preferred financial service provider for existing and potential clients,” explained Mr. Ormond Williams – CNB President.

Operating hours at CNB's Edward Street Customer Service Centre are 9am – 4pm Monday – Thursday and 9am – 4:30pm on Fridays. However, for those customers who are constantly on the move the Bank's services are also available around the clock through alternative e-channels: Cayman In-Touch (Telephone Banking), Cayman Global (Internet Banking) and Cayman Express (ATM Banking). The centre also features a Night Depository. According to Mr. Williams, this demonstrates one of the Bank's initiatives of providing choice and convenience to its customers through alternative delivery channels.

Eustace Jeffers, who has served CNB customers in Grand Cayman since 1988, manages the CNB Edward Street Customer Service Centre. “While the new location is more spacious and modern, the architectural firm and Project Managers – Kariba and Livingstone – along general contractor – Phoenix Construction – retained the personal atmosphere that Cayman National Bank customers have come to appreciate in all 6 CNB centres,” stated Mr. Eustace Jeffers. “We are extremely pleased to open our Edward Street office on Tuesday, having closed the West Wind Center on Friday afternoon. Our customers experienced no ‘down time’ because of our dedicated Staff, President, Board Members and service providers.”

A grand opening ceremony for the new centre was held on Monday, January 3, 2005. Mr. Kenneth Jefferson, Chief Financial Secretary, gave remarks on behalf of the Cayman Island Government. During the Honourable Members' speech, he applauded CNB for its new venture and wished the Cayman National Group continued success.

This new, larger centre replaces the Bank's West Wind Branch, which was home to CNB for the past 30 years. Mr. Williams recognized Mr. Peter Tomkins, Founder and Board

Member of Cayman National, who opened the doors of the West Wind Branch for its first day of business in January 1974. “As one chapter closes and as we bring an end to our 30th anniversary celebrations, we are pleased to commence the New Year with a new chapter in our history by opening this Center,” commented Mr Williams. Yet it is fair to say that the ‘spirit of West Wind’ still permeates the entire Bank as the organization strives for greatness building on its humble beginnings.

To commemorate the new opening, CNB’s Edward Street Customer Service Centre is giving away three grand opening prizes. Customers who complete a transaction within the centre from January 4 – 11th will be automatically entered into a random drawing. The winners will be announced January 14, 2005.

“Our West Wind Customer Service Centre was an ideal location for many years, but as our customers’ demands increase our business strategy much change to stay competitive,” explained Mr. Williams. “Whether it’s Saturday banking, which is available at our West Bay Service Centre, a drive-thru ATM or more Customer Service Centres, our niche and overall mission is to provide our customers with the best possible service.”

Cayman National Bank has been serving the people of the Cayman Islands for the past 30 years. Today, CNB operates four Customer Service Centers in Grand Cayman and one each in Cayman Brac and Little Cayman. The company also has the largest ATM network on Grand Cayman and Cayman Brac. CNB offers a full range of financial services, including retail, commercial banking and Card Services.

Cayman National Bank, a wholly owned subsidiary of Cayman National Corporation (Cayman National), is the official Bank of the Cayman Islands Amateur Swimmers Association’s Senior Swim Team.

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