

Cayman National Notes



Issue 2

December 2002 - February 2003

Cayman National Corporation

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Stock Quote

CNC stock traded at
CIS\$2.75 as of January 31, 2003
Cayman National Securities
(345) 949-7722
(See Wednesday's Caymanian
Compass for current prices)



www.caymannational.com

2003 A Year For Celebration



Mr. Eric Crutchley,
CNC President & CEO

Another year has come and gone and, as such, many of you may have already chosen your resolutions for the New Year. We too have selected a resolve for 2003, and that is to continue to provide you, our customers, with innovative and value-added services that will serve your banking, securities, investments and insurance needs.

The year 2002 proved to be a very busy and challenging one for the Cayman National Group with the introduction of Cayman In-Touch (telephone banking), Cayman Global (Internet banking), Cayman National's website (www.caymannational.com), Self-Service Banking Centres at Marquee and Harbour Place, a staff Knowledge Web (Intranet), Customer Support Team, a new Health Insurance Software System (PLEXIS), and a Business Disaster Recovery (Continuity of Business) Plan.

Business opportunities and development initiatives also arose in 2002, allowing the Group to acquire an additional 4.11% of Cayman General Insurance minority shareholding (total share-holding 99.06%), additional board members, Mr. Clarence

Flowers, Jr. and Mrs. Sherri Bodden Cowan, and a Group Treasury Manager, Mr. Eric Steele.

Cayman National Trust Co. Ltd. (CNT) and Cayman National Securities Ltd. (CNS) entered into a purchase agreement with Fiduciary Trust (Cayman) Ltd. (FT) and Cayman Islands Securities Ltd. (CIS) to acquire their respective client portfolios. As part of the move, Cayman National welcomed seven staff members from FT and one staff member from CIS. Among those who have joined the Group is Keith High, one of the Directors of the former business. Mr. High's new position is Executive Vice President of International Financial Services (IFS). We welcome these new staff to the Cayman National family.

IFS is a combination of the Group's Trust, Securities and Private banking services and is led by Mr. Kevin Atkinson as President of IFS. Mr. Atkinson is an experienced international banker who spent many years with Lloyds Bank working throughout the world.

Whilst 2002 was very active for the Cayman National Group, we anticipate 2003 to be equally challenging and rewarding as we celebrate 500 years of Cayman Islands' history as a major sponsor of the Quincentennial Celebration. Already this year, the Cayman National Group has begun to participate in the celebratory activities. In January 2003, four Ambassadors were recognized at the George Town QCO celebrations as well as a number of 'Lifetime Achievers' amongst whom was our own Director Mr. Truman Bodden.

If you haven't already noticed, the first Cayman National Notes (CNN) for the year has a different appearance to that of previous editions. The re-design of the newsletter is just one of the many things we have planned to recognise 2003 as a year of celebrating successes and Cayman's 500 years of history. As you read through this edition of CNN, we invite you to take the time to learn about the many exciting activities we have planned for 2003.

CIASA Says Thank You!



The Cayman Islands Amateur Swimmers Association's (CIASA) Olympic Quest Team sends a 'BIG' thank you to CNB Visa Debit Card holders.

As a customer, every time you use your CNB Visa Debit Card, you contribute \$.10 to the Olympic Quest Team. These funds help support the dreams of the young athletes who are training for the 2004 Olympics.

Not only can you save on the cost of transaction fees when compared to paying with cheques, but by using your debit card to make purchases, you can also give back to the community by supporting Cayman's young swimmers in their quest for the Olympics.

First Cayman Islands Marathon

Three Cayman National staff members and over 100 other athletes took part in the Cayman Islands' first-ever Cadet Corp Marathon on 8th December 2002. All proceeds from the event went to the Cayman Islands Cadet Corp, which is a new initiative from the Minister of Education to educate and train the youth of the Cayman Islands.

Cayman National was the proud sponsor of Mile Marker Six, which was located on South Church Street.

Annual Golf Tournament

Attention: All Golf enthusiasts

Spend your day at the Links at Safehaven Golf Course playing a round of great golf for a special cause.

Cayman National is hosting its Annual Charity Golf Tournament on Friday, 14th February 2003. Sign up today by contacting Leticia Davis at 914-7841 for a registration form. Tee time is 1pm.

All proceeds from the tournament will benefit the Pines Retirement Home and other recognized charities.

Cayman Express ATM Safety Tip

Have you used a Cayman Express ATM recently? Card First, a new ATM function, prompts you to remove your card from the ATM 'first' before receiving cash.

Card First minimizes the risk of leaving your card behind when your transaction has been completed.



Recap of 2002 Quincentennial Activities



Cayman National is a major sponsor of the "Wall of History". Ground was broken in 2002 as part of the Islands' 500th Anniversary.

The Group also donated musical instruments to the Cayman Brac High School Band as part of the country's celebration.



The New Year, 2003, kicked off the year of celebration with a vibrant display of fireworks at the Truman Bodden Sports Complex, which was sponsored by Cayman National.

Over a dozen Cayman National staff spent their Saturday volunteering at Art @ Governors, an annual fine arts event held at the Governor's house for local artist. Cayman National, as part of its Quincentennial sponsorship, donated art supplies for the kid's section.



Gifts for the Holiday

Cayman National staff celebrated the joy of giving over the holiday season when they donated over 50 gifts to Cayman Against Substance Abuse (CASA) for distribution to those deserving of support.

"Despite the economic slowdown, Cayman National has made a tremendous effort to uplift the spirits of young people throughout the Islands," said Programme Director of CASA, Linda McField. "The Cayman National Group has always been supportive of youth programmes, its staff have made a strong impact on the lives of persons in need."

Welcome to CNB's new EVP!

Cayman National Corporation recently appointed Mr. Ormond Williams as Executive Vice President of Cayman National Bank.



Mr. Ormond Williams,
Vice President of CNB

In his role as Executive Vice President, Mr. Williams will serve the Cayman National Group in providing strategic direction and leadership for the Personal / Retail Customer segment of the Bank, where he will ensure that the Bank achieves established business and financial goals.

Mr. Williams is an experienced banker who holds a certificate in Business Administration from the University of the West Indies (UWI), an Associate of the Chartered Institute of Bankers from the United Kingdom, as well as a Certificate and Diploma in Banking from the Chartered Institute of Bankers. He is also a Lay Preacher of the Methodist Church in the Caribbean and Americas.

HONOURED EMPLOYEE



Ms. Heather Tatum

The management and staff of Cayman National extend their congratulations to Ms. Heather Tatum, Buckingham Square Branch Manager, for her recent recognition from the Institute of Canadian Bankers for having achieved the highest accolade bestowed upon a successful candidate.

In March 2002, Ms. Tatum, completed the Business Programme for Bankers and earned an Honours Degree from the Institute. In addition, the Institute also advised Ms. Tatum that she was selected as the recipient of a gold medal, their highest distinction for academic excellence.

New Group Officers

There are two new staff members who recently joined the Cayman National Group. Mr. Alex St. John joined Cayman National's Audit Department in January 2003 as the Group's Internal Auditor, and in August 2002 Eric Steele joined as Chief Treasury Manager.

Group Internal Auditor, Mr. Garry Wilkins is retiring in early 2003 and the Group identified Mr. St. John, who undertook a similar role with a large international bank in Grand Cayman, as his successor. Mr. Steele's position, however, is new to the organisation. His role as Chief Treasury Officer is to direct the Treasury and Asset/Liability Management Operations of the Corporation.



Mr. Crutchley congratulates Mr. Stewart on his recent success.

Congratulations!

Cayman National's Trevor Stewart Receives his Doctorate.

Cayman National Corporation congratulates Trevor H B Stewart, Senior Vice President for Life and Health Operations of Cayman General Insurance Co. Ltd., for receiving his doctorate degree in Business Administration (DBA).

Dr. Stewart completed his doctoral studies in Business Administration with a dissertation entitled, "*The Insurance Industry in the Cayman Islands, 1994 – 2001*," from Century University in Albuquerque, New Mexico, USA. At this same University, he obtained a Master's degree in Business Administration, while holding a Bachelor of Science in Natural Sciences from the University of the West Indies in Jamaica.

"Apart from holding a full time job, Trevor Stewart has been active in his academic studies, and has excelled significantly in all areas of the certification. Having recently received his doctorate in Business Administration, we, at Cayman National, wish to express our congratulations to Dr. Stewart, and extend our best wishes of success in his future endeavors," stated Mr. Eric Crutchley Cayman National's President and Chief Executive.

Purchasing Power of VISA

Cayman National Bank has taken the purchasing **POWER** of your *Cayman National Bank Visa Debit Card* to a whole new level with the recent increase in cash withdrawal and purchasing limits!

While the limits have been increased to allow you to have the level of cash withdrawal capability you need, these can be customised to meet your individual requirements by speaking to a representative at any Cayman National Bank Branch.

If you would like to learn more about the benefits of your CNB Visa Debit Card and why it's the *better way to bank*, simply log onto our website at www.caymannational.com, or contact a Customer Support representative during regular banking hours at (345) 949-8300.



A Few More



It's FREE!

Cayman Global (Internet banking) and Cayman In-Touch (telephone banking) are FREE. Additionally, when you use these two convenient banking methods there are no charges for the following services:

- Bill Payments
- Statement Print-Outs
- Internal Transfers

There is also a 10% discount on wire transfer fees when a request is initiated through Cayman Global (Internet banking).

More Parking

Have you ever rushed to the Bank on your lunch break only to arrive at the branch to begin your endless search for customer parking? At Cayman National Bank's Elgin Avenue branch, you no longer have to search for customer parking, as 80 additional parking spaces are now available to customers.

Staff parking facilities have been relocated to a paved area located across the street from the Elgin Avenue branch to alleviate the congestion in the parking lot, which has facilitated the additional customer parking spaces.

\$\$ In YOUR Pocket!

Cayman National Bank card customers saved 10-25% off their holiday shopping in 2002 when they participated in CNB Savings Days during the month of December; thanks to the co-operation of some of the Bank's lead merchants.

The promotion was organised to promote local spending while giving something back to customers and staff.

New ATM Location

With the recent addition of Cayman National Bank's *Cayman Express ATM* to the Texaco station on Walker's Road, the station's

customers can now pick up fuel, a beverage, and US\$ or CI\$ cash all in one location.

Many of you have indicated your preference for conducting your financial transactions at locations other than Cayman National Bank Branches. The convenience, access and service facilities at the Texaco Station are all present to make this a choice location for you.

If you have a debit card or credit card, displaying the Visa, MasterCard, Plus or Cirrus logos you may use the ATM to access your account, withdraw US\$ or CI\$ cash, transfer funds between your accounts and enquire into your account activity.

Earn Better Returns

You've asked for it and we've listened. Cayman National Bank is now offering you the chance to earn better returns on your money with its new 2 and 3 Year Fixed Deposits.

The new deposit products will allow you to:

- Earn a higher yield, and
- Receive interest payments annually.

If you would like to open a 2 or 3 Year Fixed Deposit, please visit a Cayman National Bank branch, or contact a Customer Support Officer at (345) 949-8300 for additional information.

Supplementary Cards

Cayman National Bank (CNB) is offering supplementary cards to its MasterCard customers for absolutely **FREE**. If you don't already have a CNB MasterCard, we invite you to take advantage of our *competitive interest rates, low annual fees and worldwide acceptance* by applying for your own credit card today.

Visit our website at: www.caymannational.com to download an application and view all the benefits you will experience as a CNB MasterCard customer.

A New Look...

...for Self Service Banking.

The next time you step into a Cayman National Bank Self Service Centre you may feel as though you're walking along Seven-Mile Beach as the Centres now have beautiful scenic beach photos along their walls.



Stop by the Harbour Place and Marquee Shopping Centre Self Service Banking Centres to use Cayman Express ATM, Cayman In-Touch (telephone banking) and Cayman (Internet banking) facilities and experience a Better Way to Bank. While you're there, don't forget to check out the Centres' new look.

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