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Cayman National Bank Demonstrates its Commitment to Improved Service Levels

Cayman National Bank is pleased to announce the appointment of Mr. Ralph Lewis to the post of Senior Vice President, Service Delivery. Mr. Lewis, who has recently obtained his Banking Diploma from the Institute of Canadian Bankers which allows him to use the AICB designation, brings a wealth of knowledge and experience to this critical division of the Cayman National Bank structure.

Members of the Group's Senior Management Team having recognized the need to improve its customer service, made a number of changes recently in an effort to take its service levels to new heights. The development of the Service Delivery Department is among those changes, as it is a combination of the Bank's Customer Service Centers, Self-Service Centers and Operations functions.

"Seamless customer service is the way a bank gets to keep its customers and attract new ones," said Ormond Williams, Cayman National Bank President. "Our goal is to enable our customers to connect with us anytime and anywhere they choose, providing them with greater flexibility and convenience without any loss in the breadth and quality of the service. With the appointment of Mr. Lewis as SVP Service Delivery and the support from his staff, we aim to enhance service quality, sales effectiveness and operational efficiency which will in turn create customer satisfaction and loyalty."

Mr. Lewis will be located at Cayman National Bank's Main Branch on Elgin Avenue. His responsibilities include:

- Ensuring that the retail business provides unparalleled levels of customer service
- Maintaining operational efficiency in the delivery channels and banking systems
- Overseeing the operations of Cayman National Bank's 5 existing Customer Service and Self-Service Centers plus the new Center in West Bay scheduled to open in November 2003.

"Quality Service comes from highly motivated staff. We only need to provide the right environment for this skill to erupt in our Team Members," explained Mr. Lewis. "I invite our customers and those interested in becoming our customers to visit any one of Cayman National Bank's 5 branches to experience the new customer touch. Their visit will leave them a lasting and positive impression that will re-emphasize our commitment to Cayman National Bank being 'the Better Way to Bank'."

Cayman National Bank, a wholly owned subsidiary of Cayman National Corporation, is the official bank of the Cayman Islands Amateur Swimmers Association's Senior Swim Team and the Quincentennial Celebrations.