



**BANKERS  
ASSOCIATION**  
OF TRINIDAD AND TOBAGO

# BANKS SERVICES & OPERATION GUIDE



## FIRST CITIZENS BANK

### CHANGE IN BANKING HOURS

Branch	Opening Hours	Days
Non-mall Branches	8 a.m. to 1 p.m.	Monday to Thursday
Non-mall Branches	8 a.m. to 2 p.m.	Friday
Mall Branches	10 a.m. to 3 p.m.	Monday to Friday

The following Branches will be open to the public daily:

North Cluster	South Cluster	East Cluster	Central Cluster	Tobago Cluster
<ul style="list-style-type: none"> <li>➤ Independence Square</li> <li>➤ One Woodbrook Place</li> <li>➤ Park Street, POS</li> <li>➤ San Juan</li> <li>➤ West Court, Diego Martin</li> </ul>	<ul style="list-style-type: none"> <li>➤ Gulf View</li> <li>➤ Marabella</li> <li>➤ Penal</li> <li>➤ Princes Town</li> <li>➤ Pt. Fortin</li> <li>➤ High Street, San Fernando</li> </ul>	<ul style="list-style-type: none"> <li>➤ Arima</li> <li>➤ Sangre Grande</li> <li>➤ Tunapuna</li> </ul>	<ul style="list-style-type: none"> <li>➤ Market Street, Chaguanas</li> <li>➤ Point Lisas</li> </ul>	<ul style="list-style-type: none"> <li>➤ Roxborough</li> <li>➤ carborough</li> </ul>

At these Branches the following customer transactions and services will be offered:

- Deposits, Bill payments and withdrawal of cash
- Processing of deposit bags via our FirstBiz service
- Wire transfers
- Fast Deposit service
- Encashment of cheques
- Limited loan services
- Purchase of Drafts

All ATMs located at Branches and off-site, will remain available and in service.

### Priority Service

As is our standard practice, the elderly and differently abled will continue to be treated with priority. During the first hour of opening at our Branches for the peak period, March 25, 2020 to April 3, 2020, pensioners and the differently abled wanting to cash their cheques will receive service priority.



## RBC ROYAL BANK

Effective from Wed 25th March 2020

1. Temporary closure of three (3) branches, namely **Pt Lisas, Marabella and Trincity**
2. Temporary cessation of our Saturday Banking service
3. Change in the opening hours of our non-Mall branches to 8 a.m. to 2 p.m.
4. Change in the opening hours of our Mall branches to 10 a.m. to 4 p.m.

## SCOTIA BANK

### CHANGE IN BANKING HOURS

Branch	Opening Hours	Days
Non-mall Branches	8 a.m. to 1 p.m.	Monday to Thursday
Non-mall Branches	8 a.m. to 2 p.m.	Friday
Mall Branches	10 a.m. to 3 p.m.	Monday to Friday

These branches are open to serve you:

- Chaguanas
- Couva
- Lowlands, Tobago
- Marabella
- Maraval
- Penal
- Scotia Centre
- Independence Sq. POS
- Princes Town
- Sangre Grande
- High St. San Fernando
- Tunapuna

These branches closed until further notice:

- Arima
- Cipero & Rushworth
- Cunupia
- Diego Martin
- Park & Pembroke
- Price Plaza
- Rio Claro
- San Juan
- Scarborough
- Siparia
- Trincity
- Cunupia - Service Centre
- Princess Town - Service Centre
- Point Fortin - Service Centre



## REPUBLIC BANK

The following opening hours will now be applicable to all branches open to the public

**Ellerslie, Gulf View, South Park, Trincity, West Mall:** Monday to Friday: 10 a.m. to 3 p.m.

**All Other Branches:** Monday to Friday: 8 a.m. to 2 p.m.

**Effective Wednesday March 25, 2020,** we will be implementing several changes to our branch operations to safeguard the well-being of our clients and staff, amid ongoing Covid-19 concerns.

The following branches will remain open to the public:

- |                         |                       |                          |              |
|-------------------------|-----------------------|--------------------------|--------------|
| ➤ Auchenskeoch (Tobago) | ➤ Gulf View           | ➤ Princes Town           | ➤ South Park |
| ➤ Centre City           | ➤ High Street         | ➤ Point Fortin           | ➤ Trincity   |
| ➤ Couva                 | ➤ Independence Square | ➤ Rio Claro              | ➤ Tunapuna   |
| ➤ Ellerslie             | ➤ Park Street         | ➤ San Juan Branch (East) | ➤ West Mall  |
| ➤ Gulf View             | ➤ Penal               | ➤ Sangre Grande          | ➤ Woodbrook  |

All other branches and agencies will be closed to the public until further notice.

## JMMB BANK

### Change in Banking Hours

- Limited Hours** - Branches opening and closing hours from Monday to Friday - 9 a.m to 2 p.m, including South Park
- Special line** for Pregnant women, Pensioners and Differently abled clients- in all branches

## CITI BANK

### Change in Banking Hours

- Monday to Friday - 9 a.m. to 12 p.m.

## FCIBC BANK

### Change in Banking Hours

- Monday to Thursday - 8 a.m. to 1 p.m.  
➤ Friday - 8 a.m. to 2 p.m.