



# COVID-19

As the coronavirus (COVID-19) situation continues to evolve, we want you to know that the safety and security of our customers and employees is our top priority.

## We're taking important steps to help you stay protected.

- We continue to monitor the situation closely, and are **following the latest guidance** from health authorities to ensure that our practices are in line with the latest recommendations.
- Our **employees are kept informed** of the latest precautionary measures to ensure that our workplaces, including our branches, remain safe for everyone.
- We are conducting **regular deep cleaning** of our branches every business day, including sanitizing of all surfaces (door handles, ATM keypads and screens, pin pads, chair handles, desks, reception areas, teller wickets and washrooms), and hand sanitizer is available in-branch for use by both **employees** and customers.
- We are here to help. Should you be impacted by COVID-19 and need assistance, or if you have questions or concerns about your Scotiabank accounts or products, our agents are available 24 hours a day by calling **(246) 426-7000**

### What you can do to keep yourself and those around you safe.

In line with recommendations from the Ministry of Health, **proper hygiene** can help reduce the risk of infection or spreading of infection to others. [Learn more about prevention.](#)



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- [Scotia OnLine Banking](#)
- Calling us at **(246) 426-7000**
- The [Scotia Caribbean mobile banking app](#), available on the [App Store](#) or [Google Play](#)
- With the [Scotia Caribbean Mobile App](#) and [Scotia OnLine Banking](#) you can:
  - Transfer funds
  - View account balances and transaction history
  - Download statements
  - Top up your Mobile
  - Manage your money and other banking needs
  - Stay updated and take control with [Scotiabank Alerts and Credit Card Controls:](#)
    - Get transaction alerts for ATM withdrawals, Debit Card & Credit Card Authorizations
    - Reminders on your future dated transactions
    - Get alerts when a bill payment is made
    - Get security alerts when you sign in from a new device, or when you add/change payee or recipient
    - Turn on/off your credit card
    - Set a maximum transaction limit on your credit card and more

### Stay informed.

Follow the latest developments from the [World Health Organization \(WHO\)](#).

We remain committed to supporting you and keeping you informed.



### Contact us

1.800.744.BNSB

### [More phone numbers](#)



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