



## **CIBC announces proactive, precautionary measures to help slow the spread of COVID-19 and support our clients and communities**

CHICAGO, March 19, 2020 – Today **CIBC** (TSX: CM) (NYSE: CM) announced it has implemented new proactive, precautionary measures in its U.S. Banking Centers to support public health efforts to manage the spread and flatten the curve of COVID-19, while continuing to provide full banking services to our clients.

Effective immediately, we are temporarily closing some offices, limiting others to drive-up only and reducing lobby hours at those remaining open. A complete list of banking center locations and hours is available on [CIBC.com/US](http://CIBC.com/US).

All of our CIBC ATMs, online banking, mobile banking and telephone banking services remain available.

"The COVID-19 situation continues to evolve at a rapid pace and the health and safety of our clients and our teams is our highest priority, leading to these unusual measures," said Brant Ahrens, President, US Retail and Digital Banking. "These temporary measures are designed to allow us to continue to provide important banking services during these unprecedented times. While our teams take care of clients, we will continue to take care of our employees by ensuring all impacted by these modifications continue to receive full pay.

"CIBC also recognizes the current situation may create financial hardship for our clients. We encourage our clients to call us to discuss options that may be available to them," Ahrens continued.

CIBC also urges clients to remain vigilant to avoid fraudsters who use turbulent times to prey on unsuspecting victims.

"CIBC will never ask for private information such as account numbers, Social Security Numbers, or card PINs over the phone, via email or by text," Ahrens noted. "Clients who suspect fraud on their accounts should contact us immediately."

### **About CIBC**

CIBC (NYSE: CM) (TSX: CM) is a leading North American financial institution with 10 million personal banking, business, public sector and institutional clients. CIBC offers a full range of advice, solutions and services in the United States, across Canada and around the world. In the U.S., CIBC Bank USA provides commercial banking, private and personal banking and small business banking solutions and CIBC Private Wealth offers investment management, wealth strategies and legacy planning. Visit us at [cibc.com/US](http://cibc.com/US).

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