



FAQs

TOP FIVE (5) SHAREHOLDER FAQs

www.acbonline.com

(1) FOR GENERAL QUERIES ON MY SHARES, WHO DO I CONTACT?

Our Shareholder Registry is currently being managed by the Eastern Caribbean Central Securities Depository Ltd. (ECCSD), based in Basseterre, St. Kitts.

For all Shareholder queries and/or transactions to include Share Transfers and Account updates, please contact the ECCSD directly via:

E. ecse-operations@ecseonline.com

T. 1(869) 466-7192/ 1(869) 662-9728/ 1(800) 744-9238 (only available for calls within the Eastern Caribbean).

(2) ARE FEES APPLICABLE TO SHAREHOLDER TRANSACTIONS?

Yes. Please refer to the Eastern Caribbean Securities Exchange (ECSE) website at www.ecseonline.com under its Investor Center for information on Investor Fees.

(3) ARE SPECIAL FORMS REQUIRED TO CONDUCT SHAREHOLDER TRANSACTIONS?

Yes. Registry Forms can be accessed on the ECSE website www.ecseonline.com under its Investor Center.

(4) WHAT IS THE PROCESS FOR SELLING MY SHARES?

The Seller must first identify a Purchaser and privately negotiate a purchase price. Payment for the shares is a matter exclusively between the parties with the Purchaser being responsible for transferring the funds directly to the Seller.

The Seller sends completed Private Transfer Form and all required documentation to ECCSD via email for verification that it is completed properly.

This form can be accessed on the ECSE website www.ecseonline.com under its Investor Center.

➤ ECCSD reviews the Private Transfer Form and advises the Seller whether the transfer form is completed properly.

➤ Subject to the form being completed properly, the Seller and Purchaser will then make arrangements with the ECCSD to pay all relevant fees.

➤ The following fees are applicable on each share transfer and shall be collected by the ECCSD:

ECCSD fees:

Private Sale:

0 – 10,000 Shares	\$30.00 per party
10,001 – 100,000 Shares	\$60.00 per party
Over 100,000 Shares	\$150.00 per party

Note: Any other disbursement to include document courier services, if necessary, will be covered by the Seller.

➤ Where property tax is payable by a non-citizen on a share transfer, the following additional steps would be applicable:

(i) After execution, the original Private Transfer Form, should be delivered by the seller/purchaser to an assigned representative at the Bank's Main Branch location in Grand Anse, Grenada.

(ii) The Private Transfer Form will be presented to the Inland Revenue Division for an assessment of property tax payable by an assigned Bank representative.

(iii) After the property tax assessment is completed, the seller and/or purchaser, where applicable, will be advised by the ECCSD of the property tax payable.

(iv) Arrangements would thereafter be made for the property tax payment to be collected by an assigned Bank representative from the seller and/or purchaser, where applicable.

(v) The assigned Bank representative will re-submit the Form and pay the assessed property tax to the Inland Revenue Division and return the stamped Form to the ECCSD for further processing.

Government Property Tax (applicable if either party is a non-citizen): 10% on the assessed fair market value of the shares

➤ Any share transfer involving 5,000 shares or more would require approval by the Board of Directors of ACB Grenada Bank Ltd.

➤ ECCSD will update the Shareholders Register accordingly to reflect the new owner of shares and confirmation will be provided to the parties that the transaction is completed.

(5) HOW CAN I BE KEPT INFORMED OF SHAREHOLDER RELATED INFORMATION/ EVENTS?

➤ Please refer to ACB Caribbean's website, www.acbonline.com under the Investors Section. You will find information to include Shareholder Notices, Shareholder Packages for both upcoming and previously held Annual General Meetings, Special Shareholder Meetings and Shareholders Forums, the Company's published Annual Reports and Shareholder Brochures and Publications.

➤ We also encourage you to update your Shareholder records with the ECCSD by completing the Registry Account Maintenance Form which can be accessed on the ECSE website www.ecseonline.com under its Investor Center. This will allow for you to receive direct information via email, as from time to time distributed for the attention of our Shareholders.