

## Performance of Automated Banking/Teller Machines (ABMs) for the month of March 2024

These outturns were taken from unaudited submissions made by the following banks to the Bank of Jamaica and, with the exceptions indicated in the notes section of the report, have been attested to by the respective managements as reflecting a true and fair representation of the affairs and condition of the banks at the reporting date. Bank of Jamaica does not in any way certify the accuracy or otherwise of the outturns reported by the respective banks.

Region	Entity	Total Number of ABMs	Total Number of ABMs in Operation	Percentage Share of ABMs in Operation (%)	Up Time During the Month (%)	Average Recovery Time During the Month (hours)
<b>Kingston Metropolitan Area (KMA)</b>	Bank of Nova Scotia Jamaica Limited	100	94	94.0%	92.7%	4.6 hrs
	First Global Bank Limited	12	12	100.0%	97.3%	0.0 hrs
	FirstCaribbean International Bank (Jamaica) Limited	12	12	100.0%	91.7%	2.0 hrs
	JMMB Bank (Jamaica) Limited	7	6	85.7%	93.0%	3.8 hrs
	JN Bank Limited	53	53	100.0%	88.9%	5.1 hrs
	National Commercial Bank Jamaica Limited	106	106	100.0%	92.0%	8.9 hrs
	Sagicor Bank Jamaica Limited	17	17	100.0%	92.4%	5.3 hrs
	Victoria Mutual Building Society	10	9	90.0%	86.6%	2.1 hrs
	<b>Sector Total</b>	<b>317</b>	<b>309</b>	<b>97.5%</b>	<b>91.8%</b>	<b>5.7 hrs</b>
<b>Other Urban</b>	Bank of Nova Scotia Jamaica Limited	108	103	95.4%	90.5%	7.6 hrs
	First Global Bank Limited	7	7	100.0%	96.8%	0.1 hrs
	FirstCaribbean International Bank (Jamaica) Limited	16	16	100.0%	90.5%	2.3 hrs
	JMMB Bank (Jamaica) Limited	5	5	100.0%	89.2%	4.2 hrs
	JN Bank Limited	46	46	100.0%	87.8%	1.5 hrs
	National Commercial Bank Jamaica Limited	106	105	99.1%	90.0%	5.0 hrs
	Sagicor Bank Jamaica Limited	20	20	100.0%	91.4%	5.4 hrs
	Victoria Mutual Building Society	13	13	100.0%	89.0%	4.5 hrs
	<b>Sector Total</b>	<b>321</b>	<b>315</b>	<b>98.1%</b>	<b>90.1%</b>	<b>5.1 hrs</b>
<b>Rural</b>	Bank of Nova Scotia Jamaica Limited	83	76	91.6%	90.5%	6.7 hrs
	First Global Bank Limited	1	1	100.0%	96.8%	0.0 hrs
	FirstCaribbean International Bank (Jamaica) Limited	12	12	100.0%	93.5%	1.4 hrs
	JMMB Bank (Jamaica) Limited	4	4	100.0%	95.2%	6.0 hrs
	JN Bank Limited	46	45	97.8%	88.1%	1.3 hrs
	National Commercial Bank Jamaica Limited	89	89	100.0%	90.3%	6.4 hrs
	Sagicor Bank Jamaica Limited	8	8	100.0%	92.5%	4.1 hrs
	Victoria Mutual Building Society	9	9	100.0%	85.4%	5.5 hrs
	<b>Sector Total</b>	<b>252</b>	<b>244</b>	<b>96.8%</b>	<b>90.1%</b>	<b>5.1 hrs</b>
<b>Country</b>		<b>890</b>	<b>868</b>	<b>97.5%</b>	<b>90.7%</b>	<b>5.3 hrs</b>

### Notes:

**ABMs in Operation** - Refers to automated banking/teller machines that facilitate the successful completion of cash transactions (that is, cash deposits and withdrawals) by customers as at the time of reporting. For the purposes of this publication, machines with faults that do not inhibit the successful completion of cash transactions by customers are classified as operational.

**Region** - For the purposes of this publication, the KMA includes the parishes of Kingston and Saint Andrew, and Other Urban includes the parishes of Saint Catherine, Saint Ann, and Saint James. All other parishes are classified as Rural.

**Up Time** - Refers to the duration of time (during a 24-hour period) that the machine is operational and available for use for cash transactions. This is the opposite of down time.

**Average Recovery Time** - Refers to the average time (in hours) taken for the restoration of the normal functionality of an ABM following a fault(s) which inhibits the useability of the machine by customers for cash transactions. Recovery time is computed from the time of the first notification of the fault to the time that the machine is fully restored and available for use by the public.

*Blank spaces indicate that data is currently not available.*

*Bank of Nova Scotia Jamaica Limited advises of the continuation of its deep hardware remediation/maintenance initiative which resulted in scheduled outages at over 100 ATMs in its fleet during the month of March 2024. This resulted in an incremental increased number of ABMs in operation and a corresponding reduction in uptime due to these planned outages during the month.*