



CIBC Contact Centre Call Wait Times

*Last updated on March 29, 2020 4:00 PM EST

We are experiencing unprecedented call volumes related to Covid-19 and there will be a significant delay in answering your call.

For those who are experiencing financial hardship, complete our [financial assistance form](#) to have us contact you directly.

We strongly encourage you to login to Online or Mobile banking as they are faster options for your everyday banking needs. For tips on using these online services, please visit CIBC [Ways to Bank](#).

If you must speak with an agent, please be advised of the average wait times listed below:

Contact Center	Average Wait Time
CIBC Telephone Banking (General Banking Inquiries) <u>Hours of Operation</u> Available 24 hours a day, 7 days a week	Up to 1 hour
CIBC Mortgage <u>Hours of Operation</u> Monday to Friday: 7:30 am to 8:30 pm ET Saturday 9:00am to 5:00 pm *Sunday Closed	Closed
CIBC Credit Card Services <u>Hours of Operation</u> Monday to Friday: 7:00 am to 12:00 am ET Saturday to Sunday: 7:00 am to 10:00 pm ET	Up to 30 minutes
CIBC Mutual Funds <u>Hours of Operation</u> Monday to Friday: 8:00 am to 6:00 pm ET *Closed Weekends	Closed
CIBC Investor's Edge & CIBC Imperial Investor Service <u>Hours of Operation</u> Monday to Friday: 8:00 am to 6:00 pm ET *Closed Weekends	Closed
Simplii Financial <u>Hours of Operation</u> Available 24 hours a day, 7 days a week	Up to 30 minutes

Banking that fits your life.

