



Turks & Caicos Islands National Insurance Board Public Announcement

To Our Valued Customers

The Turks & Caicos Islands National Insurance Board wishes to advise you - our customers- that we have been monitoring and preparing for a possible COVID-19 outbreak.

We wanted to share with you our plans to mitigate potential interruptions in our services. As circumstances change, we continue to adapt our plans to address the safety of our customers and employees.

For the time being, we will continue to maintain our regular business hours. We will follow the Ministry of Health's recommended precautionary protocol and will adjust our business hours as the ministry guides.

We have taken steps to pay pensions early for March; pensions will be paid on Wednesday, March 18, 2020.

As we continue to monitor the impact and progress of the COVID -19 pandemic, we are continuing to adapt our plans to ensure the continuity of our vital services.

To this end, we have established an email account dedicated to receiving benefit claims. Please email your applications with all the supporting documents to NIBClaims@tcinib.tc. Kindly refer to our website for further details.

Under the current circumstances, it will be difficult to issue cheques. All beneficiaries who are currently receiving a payment from the NIB by cheque, or will be submitting a claim, are required to provide a bank account number to facilitate direct deposits.

As always, the health and safety of our customers and colleagues is our top priority.

Management has implemented precautionary measures to protect against the spread of the virus. Sick employees are required to stay at home. We have also provided all staff with sanitization products and protective gear.

We have put in place enhanced cleaning measures, including periodic cleaning during business hours in heavily trafficked areas, including reception, restrooms, and staff work stations.

While our offices are open to serve our customers, we understand that in the current environment, some customers would prefer not to visit an office. Additionally, it is also our aim to minimize foot traffic in our offices. Please feel free to contact us on telephone numbers 649-946-1048/9 in Grand Turk, and 649 941- 5806/5906 in Providenciales; or by email at nib@tcinib.tc. with your queries.

This is uncharted territory for us, but the NIB remains committed to serving you. After the twin storms in 2017, we were one of the first institutions to mobilize and reopen our doors after the "all clear," and we are committed to taking the necessary actions to help support our customers and staff during this challenging time.

The National Insurance (Benefits) Regulation makes provision for the payment of a sickness benefit to persons under quarantine provided all other conditions for the benefit are met. Applicants must have the requisite contribution payments and supporting medical certificate or other documentation from the Public Health Department, mandating the segregation.

We encourage you to closely monitor and be guided by recommendations and instructions from the Ministry of Health. Stay safe, and may God keep us all in His protective care.

END.