



# National Insurance Board

## Service Notice

The National Insurance Board wishes to apologize to our valued customers for the delays experienced in some areas of our services.

In an effort to ensure the safety of our staff and customers, we continue to review our processes to ensure we comply with COVID-19 protocols.

We regret the delays experienced in receiving your payment receipts and clearance certificates. We assure you these matters have our attention and we are working on alternative measures.

In the interim, if you have submitted an application for a Clearance Letter more than a week ago and you have not received a response, please resend the application to email address: [NIBclearance@tcinib.tc](mailto:NIBclearance@tcinib.tc).

To avoid further delays, please also ensure the following:

- Contribution payments are current
- The application form is completed and signed
- Provide a copy of the photo page of your valid passport
- Provide proof of payment for the \$25 fee.

If you made a deposit for which you have not yet received a receipt, please email us at [Operationspls@tcinib.tc](mailto:Operationspls@tcinib.tc) for a copy of your receipt.

Please provide the following information to assist us in identifying the payment:

- A legible copy of the deposit slip, or
- The name of the bank, date of the deposit and transaction number
- The amount of the deposit
- The NIB account number to which the payment should be applied.