



# COVID-19

## ONLINE & ELECTRONIC SERVICES

The public is reminded that NIB has suspended all face to face transactions with the exception of cheque collection. In New Providence, cheques are available for collection at the Thomas A. Robinson National Stadium on Monday, Wednesday and Friday from 9:00 a.m. to 4:00 p.m. Family Island residents will receive instructions regarding cheque collection from their respective Local Family Island Offices. **NIB is committed to keeping its staff and customers safe in the exercise of their essential duties.**

### FOR BENEFIT APPLICATIONS

NIB will continue accepting applications through electronic means (via email [customerservice@nib-bahamas.com](mailto:customerservice@nib-bahamas.com)) in order to safeguard our staff. NIB has all of its forms online at the "Library" Tab of our website ([https://www.nib-bahamas.com/\\_m1722/Library](https://www.nib-bahamas.com/_m1722/Library)). Even if you do not have access to a printer and scanner, you can still fill out and sign the forms **using your smart phone, tablet or computer.**

### FOR CONTRIBUTION PAYMENTS

Employers may submit their contribution (C-10) statements to [contributions@nib-bahamas.com](mailto:contributions@nib-bahamas.com). Only statements provided using the MS Excel format found on NIB's website will be accepted.

- Payment by **CREDIT CARD** via Employer Self Service Portal (ESS).
- Payment by **BY CHEQUE** by drop box at NIB offices
- Payment **THROUGH RBC** using "Pay Bill" option
- Payment via other commercial banks—see wire instruction details on our website.

**BUSINESS REGISTRATION**—Please email completed forms to [registration@nib-bahamas.com](mailto:registration@nib-bahamas.com).

**ISSUANCE OF NIB CARDS AND RENEWALS**— All existing NIB-issued cards remain valid, notwithstanding the expiration date on the card. Queries can be directed to [registration@nib-bahamas.com](mailto:registration@nib-bahamas.com).

### GOVERNMENT-FUNDED UNEMPLOYMENT EXTENSION (GOVUEBex)

For questions regarding the GOVUEBex programme consult the **FACT SHEET** available on the NIB website: [nib-Bahamas.com](http://nib-Bahamas.com).

### STALLED UNEMPLOYMENT BENEFIT (UEB) PAYMENT

If you applied for the ordinary NIB UEB during the COVID19 period (March 23 – June 30, 2020) and have not received payments, please send an email to [UEBresolution@nib-bahamas.com](mailto:UEBresolution@nib-bahamas.com) for an agent to address your claim.

**OCCUPATIONAL HEALTH AND SAFETY UNIT** - Face to face interviews and walk-in service are temporarily suspended. All queries may be directed to [occupational\\_health\\_safety\\_unit@nib-bahamas.com](mailto:occupational_health_safety_unit@nib-bahamas.com).

**NATIONAL PRESCRIPTION DRUG PLAN**—Face to face and walk-in services are temporarily suspended. Queries may be directed to [info@nibdrugplan.com](mailto:info@nibdrugplan.com).

**DROP BOX SERVICE**—Is available at all local offices for the submission of claims and contribution payments (cheques only). All items deposited via drop box will be quarantined for 5 business days.

**CONTACT INFORMATION** —Consult the NIB website for contact information.



(242) 225-5642



[info@nib-bahamas.com](mailto:info@nib-bahamas.com)



[www.nib-bahamas.com](http://www.nib-bahamas.com)