



# COVID-19

## ONLINE & ELECTRONIC SERVICES

Over the next few weeks, NIB will be suspending all face to face transactions, with the exception of cheque collection and contribution cheque payments by drop box. **NIB is committed to keeping its staff and customers safe in the exercise of their essential duties.**

### FOR BENEFIT APPLICATIONS

NIB will be accepting applications through electronic means (via email [customerservice@nib-bahamas.com](mailto:customerservice@nib-bahamas.com)) which will speed up the processing of your application, while safeguarding 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 have that form filled out and signed **using your smart phone, tablet or computer.**

### FOR CONTRIBUTION PAYMENTS

Employers are urged to sign up for the Employer Self Service portal (ESS portal), by emailing your request to [ess@nib-bahamas.com](mailto:ess@nib-bahamas.com) to be guided through the set-up process. You will be able to submit your contribution statements (C10 forms) and pay. Employers not registered via the ESS portal may submit their contribution statements (C-10) to [contributions@nib-bahamas.com](mailto:contributions@nib-bahamas.com)

- 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, not withstanding the expiration date on the card. Queries can be directed to [registration@nib-bahamas.com](mailto:registration@nib-bahamas.com)

**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)

If you have questions or need assistance, feel free to contact us through Facebook, [nibcares@nib-bahamas.com](mailto:nibcares@nib-bahamas.com) or [info@nib-bahamas.com](mailto:info@nib-bahamas.com).



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