



NIB's ELECTRONIC SERVICES TO SAFELY SERVE CUSTOMERS

Is NIB Open?

Yes. All NIB Offices are operational. However, all face to face services have been suspended, with the exception of cheque payments and persons collecting cheques.

NIB has moved to electronic services only to ensure staff and customer safety. All critical services such as benefits payments and claims processing continue. However, benefits applications/claims forms must be downloaded from our website (<https://www.nib-bahamas.com/m1722/Library>) and completed and then submitted electronically to customerservice@nib-bahamas.com.

Our staff have been mobilized to work remotely for their safety. However, NIB has staff in office at all offices.

NIB is committed to keeping its staff and customers safe in the exercise of their essential duties.

How can I submit my applications to NIB?

NIB anticipates receiving thousands of applications for unemployment and sickness benefits related to the COVID-19 crisis. It would be unsafe to both our staff and customers to allow such large numbers in our offices to submit applications.

Given that the Coronavirus can live on surfaces for some time, all paper forms are subject to sanitization before staff begin processing the submission. Therefore, going forward, NIB will be accepting applications through electronic means (via email 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>). 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.**

I am a recently laid off hotel worker, how should I submit my Claim Form?

NIB is making arrangements with the major hotels to complete the B80 form and to send it to NIB directly via email. NIB has agreed with the Department of Labour that the usual Unemployment Card will be waived. Special arrangements are being worked out with the major hotels to make it easier to comply with the Department of Labour's requirements.

You should download the B82 form (https://www.nib-bahamas.com/UserFiles/HTML/Editor/Form_B82-1.pdf) complete it electronically using a pdf fill and sign tool on your phone, device or computer and email it to customerservice@nib-bahamas.com.

Please do not come to NIB to submit the form to ensure appropriate social distancing.

We will acknowledge receipt of your form within 24 hours. A customer service representative will call you (you will see the number 502-1500) to discuss your application if any details are unclear.

A special Whatsapp number will be provided for laid off hotel workers to better serve you. Please check this notice on Tuesday 24th March for an update.

How do I fill out a form online without a printer, scanner or fax?

Here's what we need you to do:

1. Find an app on your device's app store using the search terms "pdf fill and sign" or "pdf form" or "pdf edit". A number of apps will come up. Its your choice.
2. Download and install the app on your device (it may require an email registration).
3. Find the form from NIB's website that you need (you can save the form to your device or save the link).
4. Your pdf form filler app will guide you through the process of typing on the form and saving a signature on the form. This form is considered valid.
 - a. If you have a paper form already filled out, then all you need to do is to take a scan or photo of the form (front and back if necessary) and attach it to your email along with any other documents that may be necessary.
5. You can then upload that form and email it to us along with photos of any other documents which might be necessary to customerservice@nib-bahamas.com. **Please note that the new government unemployment assistance programme for the tourism sector will have its own email and process.**
6. In your email to NIB please put your name and National Insurance (NI) number along with the type of benefit (John Doe NI#1234567 sickness) in the subject line.
7. We will acknowledge your email in 72 hours or sooner.

Please feel free to have someone in your household assist you, if needed. You may also refer to our website over the next day or so for a training video on this so that you can see how easy this is.

Can I still make Contribution payments to NIB?

NIB will be moving to non-face to face methods for all payments. Employers are urged to sign up for the Employer Self Service portal (ESS portal), by emailing your request to 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

FOR CUSTOMERS PAYING BY CREDIT CARD:

- Payments can be made using the Employer Self Service portal (ESS portal), located on the NIB website

FOR CUSTOMERS PAYING BY CHEQUES:

- Payments can be made using the NIB cheque drop boxes

FOR CUSTOMERS PAYING VIA RBC:

- Payments can be made using the “Pay a Bill” option and adding NIB as a Payee or by selecting “Send to RBC Client” (NIB banking details are below)

FOR CUSTOMERS PAYING VIA OTHER COMMERCIAL BANKS:

- Payments can be made via Online/ Wire transfers to National Insurance Board using the banking details below, ensuring that the Employer Registration Number, Name and C-10 month are included.

PAYMENT INSTRUCTIONS

1. Bahamian Dollars Funds

RBC Account: 051651242056
The National Insurance Board
P.O Box N-7508
The Clifford Darling Complex
Nassau, N.P. Bahamas

NOTE: (The format for the RBC Account is: The first 5 digits are the transit number and the last seven digits are the account number.)

2. United States Dollar Funds

Intermediary Bank:

Swift: CHASUS33
Intermediary bank name: JP MORGAN CHASE BANK
NEW YORK
ABA 021000021

Beneficiary Bank:

Swift: ROYCBSNS
Beneficiary Bank Name: RBC Royal Bank of Canada (Bahamas) Ltd.
Nassau Bahamas
Beneficiary Acct No.: 051651242056
Beneficiary Name: NATIONAL INSURANCE BOARD

NOTE: (The format for the beneficiary account is: The first 5 digits are the transit number and the last seven digits are the account number.)

NOTE: Please include the Employer name, the National Insurance EMPLOYER NUMBER and the C-10 month on your wire transfer instructions

Is Business Registration Still Open?

Business Registration will continue via email. Please email completed forms to registration@nib-bahamas.com.

Can I get a new card or renew my NIB Smart Card?

No. This service has been temporarily suspended until 31st March, 2020. All existing NIB-issued cards remain valid, notwithstanding the expiration date on the card. Validation procedures have been previously advised to all stakeholders. Queries can be directed to registration@nib-bahamas.com.

Can I verify to continue to receive my benefit payments?

Yes, but only via email to verifications@nib-bahamas.com. Complete the verification form found <https://www.nib-bahamas.com/m1722/Library> (B.75) and submit to NIB via email.

All face to face verifications have been suspended until further notice.

If you cannot verify, NIB will not be suspending benefits due to non verification at this time.

What if I have an industrial accident during this period? Can I still contact OHSU on Carmichael Road?

Yes. All functions are being performed remotely. Face to face interviews and walk-in service are temporarily suspended. All queries may be directed to [occupational health safety unit@ib-bahamas.com](mailto:occupational_health_safety_unit@ib-bahamas.com).

All hospitals have the OSHU hotline numbers for emergency approvals.

Is the Drug Plan Operational?

Yes. All functions are being performed remotely. Face to face and walk in services are temporarily suspended. New cards cannot be generated at this time. Queries, including any emergency requests may be directed to info@nibdrugplan.com

If you have questions or need assistance, feel free to contact us through Facebook, NIBCares@nib-bahamas.com or info@nib-bahamas.com.

How can I contact NIB?

We have provided additional contact numbers for you below. Additionally, NIB will be setting up WhatsApp numbers shortly so that our customer service staff can call you back quicker.

NIB Contact Listing

Department / Service	Contact
REGISTRATION & CARD SERVICES	
Email	registration@nib-bahamas.com
Phone	502.1770 502.1991
CLAIMS	
Email: short-term claims	ClaimsSTB@nib-bahamas.com
Short-term	502.1638 502.1845

Email: long-term claims	ClaimsLTB@nib-bahamas.com
Long-term	502.1846 502.1706
Direct Deposit Forms	directdepositform@nib-bahamas.com 502.1706 502.1638
CONTRIBUTIONS	
Email	contributions@nib-bahamas.com
Phone	502.1511
VERIFICATION	
Email	verification@nib-bahamas.com
Phone	502.1556.
COMPLIANCE	
Email	compliance@nib-bahamas.com
Phone	502.1560
EMPLOYER'S SELF-SERVICE PORTAL	
Email	ess@nib-bahamas.com
Phone	502.7613
Phone	502.7614
REGISTRANT SELF-SERVICE PORTAL	
Email	registrant@nib-bahamas.com
Phone	502.1654 502.1775
CALL CENTER & CUSTOMER SERVICE	
Email	customerservice@nib-bahamas.com
Phone	502.1500.
Phone	225.5642 (CALL NIB)

**OCCUPATIONAL HEALTH
& SAFETY UNIT**

Email occupational_health_safety_unit@nib-bahamas.com
Phone 502.1550
502.1513

**PRESCRIPTION DRUG
PLAN**

Email info@nibdrugplan.com
Phone 356.2032
Toll-free line 300.0001
Pharmacist 502.1504

GENERAL QUERIES

Email info@nib-bahamas.com
Email nibcares@nib-bahamas.com