

NIB Online EzRenew Card Application Frequently Asked Questions

1. How do I access the portal to renew my expired NIB card?
The NIB portal can be accessed by logging on to nibonline.nib-bahamas.com from a desktop, tablet or mobile phone device.
2. How do first time users sign-up to renew their cards online?
To register for the NIB portal, go to nibonline.nib-bahamas.com and click on the 'Register here' button, at the bottom of the page, to set up your account.
3. What should I do if I do not receive my activation email?
Recheck your primary inbox, junk mail or spam inbox. If you have not received the activation email, go to the "Sign in to your account" page and select "Resend activation email".
4. Can I update my information via the portal?
Yes, before completing the application, the portal allows you to review and update your personal, contact, and NIB account information.
5. Is the portal secure?
Yes, each person will have a personalized User ID and password. Registrants are automatically notified by email of any changes made to their account information.
6. What is the NIB online EzRenew card application?
The NIB online EzRenew card application is a platform that allows select categories of cardholders to renew their NIB cards online.
7. What is the process to complete the online application?
Once an applicant creates their online account, the application automatically populates with the applicant's personal and contact information. The applicant is then required to verify that all information is accurate and all required documents are uploaded. The application is then ready to be submitted. Applications can also be started and completed later (within 3 months), if required. These applications are marked as pending.
8. How do I edit my personal or contact information on my EzRenew application?
To update your personal or contact information on your EzRenew application, go to "My Account" to make any changes.
9. Who can renew their cards using the online portal?
 - a. Persons between the ages of 16 and 59 years old whose expired card has a photo and signature.
 - b. Adults turning 60 years old who are eligible for a senior's card.
10. Who is NOT eligible to use the portal?
 - a. Children aged 15 years old and younger
 - b. Persons applying for the NIB card for the first time.
 - c. Persons whose cards have been lost, damaged, or stolen.
 - d. Non-Bahamians

11. What option is available when applying for a new card if my card was lost, stolen, or damaged?
Lost or stolen cards can not be applied for through the online portal. To apply, customers should submit applications in-person at any NIB local office. When submitting applications, an unopened Police Report must be submitted along with a \$10.00 replacement fee payment.
12. What option is available when applying for a NIB card for the first time?
New applications for the NIB card may make application in person at any NIB location throughout the Bahamas or by email to registration@nib-bahamas.com.
13. What documents are required to renew my card online?

Adults renewing their card are required to upload the following documents:
 - Passport or
 - Voter's card along with Birth certificate OR registered/recorded affidavit
14. How do I track the status of my application?
To track the status of your application, log in to the portal at nibonline.nib-bahamas.com using your personalized User ID and Password. The portal provides automatic updates when the application is submitted, pending, approved, and denied.
15. How long does it take to process my card after successful completion and submission of the application?
Applications will be processed on a First In-First Out basis. However, due to the large volume of renewal applications received, processing time will vary.
16. When can I collect my card after my online application is successfully completed?
NIB will notify you by email when the card is ready for collection.
17. Where can I collect my card?
Your card should be collected at the location selected when you created your online account.
18. Is there a help line available should I experience difficulty when using the portal?
For assistance with the portal, contact the NIB Registration Department at registration@nib-bahamas.com or call 396-1932, or 502-1694.