



PRESS STATEMENT

FOR IMMEDIATE RELEASE
March 10, 2020

NIB CLARIFIES ITS SMART CARD RENEWAL PROCESS AND WEB SERVICES

The National Insurance Board introduced a new renewal decal system in late 2019 to extend the life of the existing smart cards which at the time of issuance had a 5-year expiration, and in anticipation of changes to the card as part of the Strategic Plan to include a payment mechanism. The new approach resulted in reduced administrative expenses, which is a key priority of the Board.

Most cardholders are able to retain their expired cards with a tamper-resistant National Insurance (NI) decal affixed, which extends the card's expiration date. The decals are available at all NIB offices. Letters verifying the NI number of the registrants are also prepared for issuance.

NIB continues to issue new NI smart cards for Bahamian children who turn 16, Bahamian adults applying for the first time, and seniors. For lost/stolen/damaged cards, upon receipt of a police report and \$10.00 Replacement Card fee, a new card is printed for the registrant.

As is standard practice since 2014, registration requests made at most Family Island offices, including Andros, are forwarded to Headquarters in New Providence, where cards are printed and shipped weekly. At present, there are no outstanding registration requests for Andros.

NIB reminds that the original purpose of the NI number reflected on the card, is to facilitate the payment of contributions and the payment of benefits to workers; as such, your NI number never changes once issued. The organization continually seeks to improve its processes to enhance the customer service experience, and is exploring the expanded use of the smart card as a payment mechanism.

With over 150,000 employees registered in its core business application system, NIB has one of the largest electronic sources of identity data in The Bahamas, and has already provided government agencies with interfaces (web services) to this data source to validate NI numbers for both registrants and employers. These interfaces make it easier for customers to do business and to bring about greater compliance.

The Customs Department along with the National Health Insurance Authority were the first to benefit from such interfaces, which are available 24/7. There has also been a recent expansion to support the government's digitization agenda.

NIB is continually seeking to improve the customer service provided to our valued customers. To provide feedback on your customer service experience which will help us improve, feel free to email: NIBCares@nib-bahamas.com.

About NIB:

The National Insurance Board is the provider of partial income replacement and pensions to workers in the case of retirement, sickness, maternity, unemployment, invalidity, industrial accident, death, survivors and funeral benefits and assistances. NIB continues to be focused on fulfilling its mandate to improve customer service, ensure the sustainability of the Fund, and paying timely and accurate benefits and assistances.

Media Contact: Tonique Williams | Public Relations Manager | tonique.williams@nib-bahamas.com | 242.397.3599

-END-