



## Important Notice To Our Valued Clients,

At Sagicor the wellbeing of our team, our clients, our communities and our fellow citizens are very important to us, and as such we continue to diligently monitor developments surrounding the COVID-19 (Coronavirus) outbreak across the globe and right here in the Caribbean. As the leading insurance entity in the Caribbean, our action team has already implemented several measures to ensure that the risk of the Coronavirus is minimised.

We have ramped up our Health & Safety and Business Continuity Plans (BCP) and the following measures are already in place:

- Mobilized our Health & Safety and Business Continuity Plans to ensure our preparedness is aligned with the level of risk to team, clients and our fellow citizens.
- Implemented a multi-level action plan from level 1 to level 4 to ensure readiness for any eventualities; with level 4 being the highest level - “notification of declaration of national emergency and or national shutdown”
- Outfitted our team with the necessary tools to work from home.
- Identified critical operations and plans that include reassigning team members from non-critical functions.
- Confirmed the chain of command and alternates for leaders and critical roles.
- Engaged critical vendors to minimise disruption of our supply chain.
- Readied our internal and external communications plans to provide accurate and timely information to all stakeholders.

### **We take this opportunity to remind you of the following:**

- Wash your hands often with soap and water for at least 20 - 40 seconds and avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid touching your eyes, nose and mouth.
- Clean and disinfect frequently touched objects and surfaces.

We are aware that during this time you may also have questions regarding our continued service to you, rest assured that despite the temporary closure of our offices, the Sagicor Pensions team will continue to provide our usual high level of service via telephone or digital access.

Kindly note the following:

## CONTACTING US

Our Contact Centre remains fully operational from 8:00 a.m. to 8:00 p.m.; however, we remind you that we can also be reached digitally via our website live chat.

- Aruba customers: 1 297-588-5042
- Barbados customers: 1 246-467-7707/467-5300
- Belize customers: 1 501-223-3147
- Curacao customers: (599) 9 734-4444
- EC customers: 1-800-744-7707

## CONTRIBUTIONS

All efforts are being made to facilitate the regular processing of client contributions paid by cheque, however, clients are encouraged to make payments online directly to Sagicor's bank accounts.

TERRITORY	SAGICOR INTERNATIONAL BALANCED FUND	SWIFT CODE	ADDRESS	NAME ON ACCOUNT
ANTIGUA	106-2554	FCIBAGAG	St. John's, Antigua	Sagicor Life Inc
DOMINICA	103-4363	FCIBDMDM	Dominica	Sagicor Life Inc
GRENADA	104-9891	FCIBGDGD	St. Georges, Grenada	Sagicor Life Inc
MONTSEERRAT	106-2554	FCIBAGAG	St. John's, Antigua	Sagicor Life Inc
ST. KITTS	121-4742	FCIBKNSK	Basseterre, St. Kitts	Sagicor Life Inc
ST. LUCIA	269-1300	FCIBLCLC	Castries, St. Lucia	Sagicor Life Inc
ST. VINCENT	110-0681	FCIBVCVC	Kingstown, St. Vincent	Sagicor Life Inc

TERRITORY	SAGICOR LIFE INC	SWIFT CODE	ADDRESS	NAME ON ACCOUNT
ANTIGUA	106-2457	FCIBAGAG	St. John's, Antigua	Sagicor Life Inc
DOMINICA	103-4398	FCIBDMDM	Dominica	Sagicor Life Inc
GRENADA	104-9888	FCIBGDGD	St. Georges, Grenada	Sagicor Life Inc
MONTSEERRAT	106-2481	FCIBAGAG	St. John's, Antigua	Sagicor Life Inc
ST. KITTS	101-0985	FCIBKNSK	Basseterre, St. Kitts	Sagicor Life Inc
ST. LUCIA	111-6825	FCIBLCLC	Castries, St. Lucia	Sagicor Life Inc
ST. VINCENT	109-4592	FCIBVCVC	Kingstown, St. Vincent	Sagicor Life Inc

### SAGICOR LIFE INC. (BARBADOS) BANK ACCOUNT DETAILS

Pay:	First Citizens Bank (Barbados) Limited No. 2 Broad Street, Bridgetown
SWIFT Code:	FCTTBBBB
Account Name	Sagicor Life Inc Cecil F. De Caires Building, Wildey, St. Michael
Account Number	500-0003-2263

#### SAGICOR (EQUITY) FUND BANK ACCOUNT DETAILS

Pay:	First Citizens Bank (Barbados) Limited No. 2 Broad Street, Bridgetown
SWIFT Code:	FCTTBBBB
Account Name	Sagicor Segregated Equity Fund Cecil F. De Caires Building, Wildey, St. Michael
Account Number	500-0000-6076

#### SAGICOR LIFE INC. (BARBADOS) BANK ACCOUNT DETAILS

Pay:	First Citizens Bank (Barbados) Limited No. 2 Broad Street, Bridgetown
SWIFT Code:	FCTTBBBB
Account Name	Sagicor Life Inc Cecil F. De Caires Building, Wildey, St. Michael
Account Number	500-0003-2263

## PENSION & BENEFIT DISBURSEMENTS

Disbursements will be facilitated via direct credit once the bank account details are provided. We are presently contacting pensioners for whom we do not have banking information, in order to facilitate future payments by direct deposit. Alternatively, cheques will be mailed, with clients being asked, for their safety and that of our employees, to refrain from coming to the office to collect.

## BENEFIT CALCULATIONS

Measures have been put in place to facilitate the submission of scanned Status Change forms with corresponding documents. These documents should be sent to [pension\\_services@sagicor.com](mailto:pension_services@sagicor.com). Option letters will be emailed as needed.

## MEMBER CHANGES

Trustees/Administrators are encouraged to submit documents via email to [pension\\_services@sagicor.com](mailto:pension_services@sagicor.com).

## POSTAGES & COURIERS

We encourage all clients to submit any official documentation via email to [pension\\_services@sagicor.com](mailto:pension_services@sagicor.com).

## CORRESPONDENCE

Our internal systems are set up so that most of our correspondence is already received electronically.

Please continue to monitor your government news briefings and updates, traditional news agencies and reliable social media outlets for news on the pandemic. We also recommend that you visit the website of agencies such as World Health Organizations (WHO), Pan American Health Organization (PAHO), Centers for Disease Control and Prevention (CDC), and the Occupational Safety and Health Administration (OSHA) for continuous updates.

Sagicor will also share updates on the following digital platforms:

**Website** - Sagicor.com

**Facebook** – @SagicorLifeInc and/or @SagicorGeneral

**Instagram** – @SagicorLifeInc and/or @Sagicor.General

**Twitter** – @SagicorGroup

**LinkedIn** – Sagicor Financial Corporation Limited

The safety of our team, clients, communities and fellow citizens remains our top priority. We are committed to you and your safety.

Sincerely,

**Your Sagicor Family**