Making Claims

As your trusted insurance partner, Sagicor continues to monitor developments surrounding the COVID-19 (Coronavirus) outbreak across the globe and here in the Caribbean.

Life Claims

We are facilitating the submission of signed scanned paper claims with the corresponding documents. Should you wish to submit documents in relation to life claims or policy related requests, please download the forms and send us an email.

All claims will be processed digitally and refunds will be credited directly to the client's bank accounts using ACH. Your completed claim form can be emailed to sluclaims@sagicor.com.

Health Claims

Clients are encouraged to make use of our fully automated CariCare card claim settlement solution. This solution offered along with our partners in health and medical care services will allow for immediate claim settlement.

Once national protocols have been declared 'critical' and mobility is restricted, we will facilitate the submission of copies of paper claims in PDF format by scanning your completed claim form and submitting same along with the supporting invoices to a dedicated e-mail address in the country in which your policy was issued.

- St. Lucia - EClocalclaims@Sagicor.com

Where paper claims need to be submitted, we strongly urge clients and customers not yet signed up for Direct Credit to do so immediately so that payments can also be sent electronically, directly to your bank accounts.

Remember to submit your banking information and email address to allow us to have claims reimbursements sent electronically to your bank account.

General Insurance Claims

Should you need to make a claim, you can reach our Claims team via the contact information listed below. We will also facilitate the submission of copies of paper claims in PDF format by scanning your completed claim form and submitting same along with the supporting invoices to the dedicated e-mail address below

Email: claims_info@sagicorgeneral.com

Using Our Motor Claims Portal

Use our claims portal to submit driver information, accident details, upload photos of the accident scene and any damage. You can even send photos of the other parties' drivers licence(s). All this from the Sagicor GO Client Portal.

Watch the Video to Learn More



Message us on WhatsApp to Make a Claim

You can use our WhatsApp channel to make a claim for life, health and general insurance. Complete the claims form directly in WhatsApp or upload a photo of your claims form in the chat.