

A Message from the Chief Executive Officer of CINICO – COVID – 19 Update #3
CINICO's Offices Closed Until Further Notice

Dear Valued CINICO Member,

In accordance with the Government's Shelter-In-Place directive, for your safety and the safety of our staff, our offices remain closed until further notice. We recognize that this may cause hardship for those who wish to collect cheques, but under the circumstances, this does not fall within the description of tasks which are permitted and as such, we apologize for any inconvenience caused.

Premium payments can still be made at Cayman National Bank (CNB). You will need to provide the bank with your name and Member ID. Payments can also be made online at CNB, RBC and Bank of Butterfield.

Should you have any queries, you can call us on 345-949-8101 or email us at info@cinico.ky. Customers on Cayman Brac or Little Cayman can call 938-7310 or email jdixon@cinico.ky.

For urgent assistance with medical case coordination matters, members may call the respective number listed below based on first letter of the member's last name.

Member Distribution by First Letter of Last Name	Assigned Phone Contact
H, L, P, R, V, Y	345-815-7316
M, W, X	345-815-7312
B, C, F	345-815-7311
A, D, E, I, K, N, O, Q, U, Z	345-815-7315
G, J, S, T	345-815-7317

After-hours

For members receiving care in the USA, call 345 - 949-8101. Selecting Option 3 will direct after hours calls to 1-888-543-1328, our US network provider's call centre and Option #1 should be selected. You may also email: casemanagment@cinico.ky for assistance.

For members receiving care in the Jamaica, call 1-868-798-9627 or 1-876-406-8479 or email casemanagment@cinico.ky. For members in the Cayman Islands or other jurisdictions requiring urgent assistance, call 345 - 949-8101 or email casemanagment@cinico.ky

We encourage you to follow guidelines set out by the Government, some of which can be viewed on www.hsa.ky.

We will provide further updates as the situation unfolds.

Stay Safe.

Kind Regards,
Michael Gayle
CEO