

**Generali Worldwide**

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Grand Cayman, 30 March 2020

Dear Valued Member,

While we continue our work as usual, and now that 12 cases of COVID-19 have been confirmed in the Cayman Islands by the Ministry of Health please note that our Cayman team will continue to work remotely in accordance with the Shelter In Place regulations. We anticipate minimal impact to our service as we have initiated this process on March 16 and believe in our ability to keep running as usual. We have ensured that our team members have everything they need to work remotely and to continue doing their jobs securely. As social distancing is required by the authorities, we will be switching to the following lines of open communication and we will not be admitting walk-ins.

For any queries you may have contact our team, as usual, by email and by telephone.

Telephone: 345-747-2000, 1-877-618-7016 or 1-905-669-7353

Email: caymanservice@generali-health.com

CLAIMS SUBMISSION

- **Member Portal:** cayman.generalihealth.com
- Email to: globalservice@generalihealth.com
- Post: PO Box 10212, Grand Cayman, KY1-1002
- Drop Box for **any unavoidable paperwork**
- You may send queries and communications to: caymanservice@generali-health.com

Also note the following:

COVID-19 COVERAGE

- Testing is being covered by the Government and treatment will be covered under our policies.
- We will not enforce any exclusions relating to epidemics and pandemics across our policies. The Generali Assistance Centre will continue to provide benefits and coverage as per all other terms and conditions of the policy.

ONLINE WELLNESS

Designed to support your health and enhance your wellness 24/7.

- Employee Assistance Program
- BRIA Wellness
- Second Medical Opinion
- Health + Wellness Tools

***Find about more in the "Start Here" menu option of your member portal.**

We will continue to meticulously monitor news from the World Health Organization, the Ministry of Health, and other sources and guidelines. We wish you all good health, and thank you for continuing to place your trust in us. Please do not hesitate to reach out with any questions or inquiries.

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