

Dear Insureds,

Due to recent developments in relation to the COVID-19 virus and subsequent advisement from the Cayman Islands Government, the office of Pan-American Life Insurance is closed until further notice.

However, we will remain **OPEN** for business remotely and online. Please note the following information:

For **benefit verification, general queries and census changes**, our staff can be reached at one of the following mobile numbers and email address:

- Chaka Garcia – 345.929.8406
- Roshaine Jackson – 345.938.6011
- Vanna Ramgeet – 345.929-8688
- April Panton – 345.916.5080
- Email service.ky@palig.com

For **queries or follow-ups on pre-authorizations**, please call:

- Chaka Garcia – 345.929.8406
- Roshaine Jackson – 345.938.6011

Premium Payments are very much encouraged to be processed online and via bank to bank transfer using the following banking details:

For **Health Insurance** premium payments:

FirstCaribbean Bank

A/c Name: Pan American Life Ins. Co. of the C.I.

KYD A/c #: 10458406

USD A/c #: 10458407

For **Group Personal Accident** premium payments:

Scotia Bank

A/c Name: Pan American Int'l Ins. Corporation

KYD A/c #: 400416

USD A/c #: 1813

Transit code: 10785 – **this MUST be used in front of the account number.**

You MUST include your policy name and policy number on ALL ONLINE, BANK TO BANK or OVER THE COUNTER DEPOSITS WITHIN THE BANK. Please email a copy of the transfer to service.ky@palig.com so that we can ensure that your account is credited properly.

New applications for individual and group policies should be emailed to service.ky@palig.com

Claim submissions should be emailed to claims.ky@palig.com

Claims Payments / Reimbursements; during this time we will have to provide claims payments and reimbursements via online bank transfer. IF you are expecting a claim payment or reimbursement, please send your banking details i.e. Bank name, Account name and account number to service.ky@palig.com so that we can process your claim accordingly.

Again, **ALL** staff will be working remotely and **remain available to assist** with census changes, the receipt of client applications and claims (via email) the verification of benefits, pre-authorizations as well as any general queries. Should you have any comments or queries, please give any one of our staff members a call and we will be more than happy to assist you.

Further updates will be provided as the situation changes. Please take care of you and your loved ones.

Kind regards, Pan-American