



# ATLANTIC MEDICAL

Insurance  
Health  
Pensions  
Life

20 March 2020

To all our valued clients,

For over 50 years the Colonial Group has operated by one main core value which is to “take care of our clients and staff”. This enduring value guides us as we face the difficult challenge of responding to the novel coronavirus (COVID-19), which the World Health Organization has now declared a pandemic.

It is clear that in The Bahamas as well as the rest of the world we are facing an unprecedented challenge. At Atlantic Medical we are concerned and focused on doing what we can to keep our families and communities safe and healthy.

The situation around COVID-19 continues to evolve, and we are committed to doing everything we can to ensure that we balance the needs of our business with the health and well-being of our clients, employees and the community.

Further to the most recent developments locally, I wanted to take this opportunity to contact you about our plans to protect and help you in navigating through these difficult and uncertain times. In light of the confirmation of COVID-19 cases in The Bahamas, and the Government’s decision to declare a state of emergency, our Bahamas offices are closed to walk-in customers.

However, we will continue to service you through our online platforms and phone lines. This decision was not taken lightly, but is made in an effort to minimize the COVID-19 threat and contain the transmission of the virus. Our commitment is to taking the right measures that ensure the safety and health of both clients and staff. While you can expect changes to our current business and customer management processes as the situation progresses, you can be assured that we will take every precaution to ensure that you receive the same levels of service that you have become accustomed to.

Here’s the information you will need in order to conduct business with us until it is deemed safe to resume our normal business activities.

**Telephone** (242) 326 8191 or (242) 302 4949

**Email** [bs\\_claims\\_admin@atlantichouse.com.bs](mailto:bs_claims_admin@atlantichouse.com.bs) – for submitting claims  
[health.cgigroup.com/ami/support/contact/](http://health.cgigroup.com/ami/support/contact/) members can submit an enquiry via the web portal. They can also register here for the web portal.

ATLANTIC MEDICAL INSURANCE LIMITED  
Health Insurance & Employee Benefits  
Atlantic House, 2nd Terrace & Collins Avenue, Nassau, The Bahamas  
P.O. Box SS-5915, Nassau, The Bahamas  
tel. (242) 326 8191 fax. (242) 326 8189 [www.cgigroup.com](http://www.cgigroup.com)



## Premium Payments

1. Online - for credit to: CIBC FirstCaribbean International Bank (Bahamas) Limited  
Commercial Banking Centre - Branch 24667 Shirley Street, Nassau, Bahamas

**For further credit to:** Atlantic Medical Insurance Ltd.

**Account Number:** 255-14312

Select Atlantic Medical Insurance as bill payee and reference your policy number.

2. Direct payment at any branch of CIBC FirstCaribbean International Bank to the credit of:  
CIBC FirstCaribbean International Bank (Bahamas) Limited Commercial Banking Centre -  
Branch 24667 Shirley Street, Nassau, Bahamas

**For further credit to:** Atlantic Medical Insurance Ltd.

**Account Number:** 255-14312

Instructions: Payment of Invoice XXXXX Re: Acct. #XXXXXXXXXX

3. Via credit card authorization: Submit request to [ami\\_finance@atlantichouse.com.bs](mailto:ami_finance@atlantichouse.com.bs). You will be provided with the necessary credit card authorization form.

## Claims Settlements

Claims settlements can be issued directly into member's accounts.

We will keep you abreast with regular updates via our website and social media platforms. We urge you to follow the latest official health updates to ensure that you remain informed of any new developments. Your health, caring for our staff, and preventing the spread of the virus, are our highest priority.

I want to assure you that we remain committed to serving you and your insurance needs in these turbulent times. I also recognize that there may be some inconvenience caused and apologize in advance. This island nation is resilient and by working together we will come through this challenging period.

Thank you for your continued business and support.

Yours sincerely,

Lynda Gibson  
Executive Vice President and General Manager  
Atlantic Medical Insurance