



SECURITY & GENERAL

Insurance
Health
Pensions
Life

25 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 Security & General (part of the Colonial Group) 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 time. In light of the confirmation of COVID-19 cases in The Bahamas, and the Government’s decision to declare a state of emergency, we have made the decision to close our office and transfer our business model to having our staff work remotely. This is based on Government’s decision to impose a 24-hour curfew until March 31st, 2020.

However, please be assured that we are making every effort to 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	WhatsApp	Email
Motor & Property Payments, New Business & Renewal Enquiries	502-4354	422-1125	sgunderwriting@atlantichouse.com.bs
Submit A New Claim or Follow-up on An Existing Claim	502-4366	357-3265 376-6021	sgclaims@atlantichouse.com.bs

Online Payments

You may continue to make online payments via the following bank account:
CIBC FirstCaribbean Bank
Account 21805312

SECURITY & GENERAL INSURANCE CO. LTD.
Personal & Business Insurance
Atlantic House, 2nd Terrace & Collins Avenue, Nassau, Bahamas
P.O. Box N-3540, Nassau, Bahamas
tel. (242) 326 7100 fax. (242) 325 0948 www.cgigroup.bm



You may also select Security & General Insurance Company Limited as a bill payee and reference your policy number.

Wire Transfer

You may call us if you would like to make payments via wire transfer.

Payments by Cheque

You may drop a cheque in our drop box conveniently located in the foyer of our building. Please ensure to reference your policy number/policyholder name.

Claims Settlements

Claims settlements can be issued directly into a client's bank account the banking details information is provided.

We strongly advise our clients to submit enquiries by phone or email. Documents should be sent electronically via email or WhatsApp (for Claims 357-3265/376-6021 and Underwriting 422-1125).

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. Please see appendix for further details.

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

Paulette Turner
General Manager