



Insurance
Health
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COLONIAL

20 March 2020

Dear Colonial Pension Members

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 Bermuda as well as the rest of the world we are facing an unprecedented challenge. At Colonial 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 Bermuda, and the Government’s decision to shut down its offices, schools and public transportation, we have made the decision to close our office to walk in clients, commencing Monday 23rd March 2020.

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.

We understand that you are relying on us to process any pension transactions that you may have, and we want to assure you that those transactions will be dealt with in a timely fashion.

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.

Our Client Services Team can be reached as follows:

Email: pensions_members_bm@colonial.bm

Website: <https://bermuda.cgigroup.com>

Telephone: (441) 296-7526

Fax: (441) 296-5862

COLONIAL PENSION SERVICES LTD.

Pensions & Employee Benefits

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Licensed to conduct investment business by the Bermuda Monetary Authority.
Please see our General Information and Disclosures page on www.cgigroup.com for more information.



We strongly advise our clients to submit enquiries by phone or email. Documents should either be sent electronically via email or fax.

We will no longer accept cheques or cash at our office and we encourage you to utilize electronic banking or make your pension payments directly into our bank account. If you require our banking account details, or have any other questions relating to payments, please contact us.

Visiting in Person

Whilst we encourage you to practice “social distancing” to safeguard you, your friends and family from the risk of infection, we also recognize that you may have a personal circumstance that may require you to visit our office in person. As long as it is safe to do so, we are willing to accommodate you on an appointment basis only until further notice. Please call and discuss your individual circumstance with our service representatives who can arrange an appointment for you.

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

A handwritten signature in blue ink, appearing to read 'Naz Farrow'.

Naz Farrow
President & CEO
Colonial Group of Companies