



BRITCAY

Insurance
Health
Pensions
Life

20 March 2020

To all our valued clients

For more than 30 years British Caymanian Insurance Company Limited (BritCay) 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 Cayman, as well as, the rest of the world we are facing an unprecedented challenge. At BritCay 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 Cayman, and the Government’s decision to shut down various local businesses and schools, 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.

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	949-8699 (Grand Cayman) or 948-1760 (Cayman Brac)
Email	Business Insurance queries info@britcay.ky Claims related queries KY_Claims@colonial.bm Motor insurance motor@britcay.ky Home and travel insurance Property@britcay.ky
Online	Claims and other forms are available online at https://cayman.cgigroup.com/resources/

BRITISH CAYMANIAN INSURANCE COMPANY LIMITED
Personal & Business Insurance

BritCay House, 236 Eastern Avenue, George Town, Grand Cayman
P.O. Box 74, Grand Cayman KY1-1102, Cayman Islands
tel. (345) 949 8699 fax. (345) 949 8411 www.britcay.ky



Online Payments You may continue to make payments or renew your policy via the following bank accounts:

BANK	KYD ACCOUNT #	USD ACCOUNT #
Butterfield Bank	02101030109	01101030109
Cayman National	011-06441-CK	022-18247-SV
CIBC First Caribbean	10207729	10207753
Scotiabank	10785 10010697	10785 10010698
Royal Bank	06975 7036833	06975 7319973

Please ensure that you select “British Caymanian Insurance Company Limited” as the bill payee and reference your policy number.

Card Payments: Payments may be made over the phone by debit/credit card by calling 949-8699.

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 personal circumstances 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.

Claims Settlements

Claims settlements will be issued directly into your account once your banking information is provided.

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

John Cameron
General Manager
British Caymanian Insurance Company Limited