

## SSB PUBLIC ADVISORY - Continuity of Services

**Issue date: April 26, 2020**

The Social Security Board (SSB) is taking measures to ensure the continuity of essential services to our valued customers, in response to the Territory's Imposition of a Curfew (No. 12) Order, 2020.

Effective Monday, April 27, 2020 and until Friday, May 8, 2020, in the first instance, all SSB customer-facing services will close to the public. This includes the National Health Insurance (NHI). Alternatively, customers are invited to contact us by telephone or email, to schedule a telephone appointment with a representative. Our staff will be standing by to serve you.

### DAILY OPERATIONS

SSB and NHI staff will work from our offices on Tortola, at the Joshua J. Smith Building, in a limited capacity to provide essential services. Hours of operations will be 8:00 a.m. to 12 noon, Mondays to Fridays. The Virgin Gorda branch, located in the Vanterpool Administration Complex, reopens on Tuesday, April 28, 2020, and operates from 8:00 a.m. to 12 noon daily.

### CONTACT INFORMATION

Administration	852-7800	<a href="mailto:info@vissb.vg">info@vissb.vg</a>
Benefits	852-7814	<a href="mailto:info@vissb.vg">info@vissb.vg</a>
Contributions	852-7840	<a href="mailto:contr@vissb.vg">contr@vissb.vg</a>
Finance	852-7865	<a href="mailto:finance@vissb.vg">finance@vissb.vg</a>
Inspectorate	852-7855	<a href="mailto:inspector@vissb.vg">inspector@vissb.vg</a>
Virgin Gorda	852-7826	<a href="mailto:vg@vissb.vg">vg@vissb.vg</a>
NHI – Claims	852-7890	<a href="mailto:Claims@vinhi.vg">Claims@vinhi.vg</a>
NHI-Clinical	852-7884/81	<a href="mailto:nhiclinical@vinhi.vg">nhiclinical@vinhi.vg</a>
NHI - Administration	852-7863	<a href="mailto:info@vinhi.vg">info@vinhi.vg</a>

### PAYMENTS

As a reminder, SSB and NHI payment options include ACH transfers, Check payments and Wire transfers, where permitted. Please visit our websites: [www.vissb.vg](http://www.vissb.vg) and [www.vinhi.vg](http://www.vinhi.vg) for more information or contact our Finance Department for additional guidance, including information on cash payments.

## **DROP OFF SERVICE**

Customers are asked to use the Drop Box Facility located outside the Joshua J. Smith Building to submit:

- Claims
- Check payments

Please visit our websites: [www.vissb.vg](http://www.vissb.vg) and [www.vinhi.vg](http://www.vinhi.vg) for the necessary forms. Forms will also be made available at the offices.

## **TEMPORARY SUSPENSION OF NON-ESSENTIAL SERVICES**

Please note the following services have been temporarily suspended:

- Certificates of Earnings
- Certificates of Good standing
- Registration
- Card Replacement

Please consider that these steps are being taken to protect staff, customers, the public health and particularly our most vulnerable citizens.

We apologize for any inconvenience caused. Thank you for your understanding, flexibility, and support during these challenging times as we aim to serve you with safety as a priority.

Together, we will make a difference.

***Management***