



## FIDELITY INSURANCE (CAYMAN) LIMITED

### IMPORTANT NOTICE FIDELITY INSURANCE (CAYMAN) LIMITED CUSTOMERS

In light of the confirmation of COVID-19 cases in Cayman, and the Government's instruction to close ALL non-essential business premises, we are required to close our offices commencing Wednesday, 25<sup>th</sup> March 2020. We will, however, continue to service you through our online platforms, email and phone lines.

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

#### Telephone

Main switchboard: 949-5836

Staff can still be reached on their usual extension numbers.

#### Email

Staff can still be contacted on their usual email addresses or the following general addresses can be used:-

- General Insurance Claims [general.insurance.claims@fidelitycayman.com](mailto:general.insurance.claims@fidelitycayman.com)
- General Insurance Administration: [insurance@fidelitycayman.com](mailto:insurance@fidelitycayman.com)
- Health Insurance Claims [health.claims@fidelitycayman.com](mailto:health.claims@fidelitycayman.com)
- Health Insurance Administration [health.admin@fidelitycayman.com](mailto:health.admin@fidelitycayman.com)

#### Payment of Premiums

Payment of premiums can either be made online via Electronic Fund Transfer (ACH), by credit/debit card or in person at either of the two branches of Fidelity Bank (Cayman) Limited.

For debit/credit card payments please call 914-2168 for Health Insurance, 914-2140 for Motor & Home Insurances and 914-2145 for all other General Insurances.

For ACH payments, or for payments in person at Fidelity Bank, please include the following information:

#### General Insurance Banking Details:

Name of Account: Fidelity Insurance (Cayman) Limited

BANK	KYD ACCOUNT # For KYD Policy payments	USD ACCOUNT # For USD Policy payments	Reference!!
Fidelity Bank (Cayman) limited	10000925	10000141	Please include your Policy Number and the Insured's Name

#### Health Insurance Banking Details

Name of Account: Fidelity Insurance (Cayman) Limited

BANK	KYD ACCOUNT #	Reference!!
Fidelity Bank (Cayman) limited	10000779	Please include your Policy Number and the Insured's Name

#### Claims Settlements

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

Processed Health claims can be reviewed online at <https://www.fidelitygroup.com/caymanislands/health-insurance-in-cayman-islands>

We will keep you abreast of any changes to this information through updates via our website and social media platforms. Thank you for your understanding.