

## Coronavirus (COVID-19) Updates

### A message to our valued customer:

We understand that there may be feelings of uncertainty and confusion as the globe continues to be impacted by the COVID-19 pandemic. Rest assured that we remain committed to ensuring the health, safety and wellbeing of our valued customers, our employees and their families, business partners and the communities in which we operate.

As we work with you to navigate through this evolving situation, Pan-American Life is steadfast in its mission of ensuring financial security and peace of mind. In this regard, we will continue to monitor the COVID-19 pandemic in the Caribbean and to be transparent about our business and operations as it pertains to you, our valued clients.

Like for many businesses across the globe, the COVID-19 pandemic has required that we review our service and support to our customers, employees and communities. Critical to this is ensuring that we continue to make ourselves available to you during this time; whilst placing emphasis on protecting your health and those of our staff and agents.

Among the activities that we have initiated are:

**increased frequency of deep cleanings** at all our locations;

**increased public access to hand sanitisation** stations, disinfectant wipes and protective supplies at our service centres;

**establishment of a dedicated client interview space** at all locations that is outfitted with necessities for contagion control

Additionally, for your safety, comfort and peace of mind, we are limiting the amount of persons gathered at any service point to facilitate more personal space.

We are also limiting the locations where customer service transactions will be conducted but, in cognisance of your need to access these services, we have dedicated sites for these transactions across Trinidad and Tobago as follows:

**Port of Spain:** 91-93 St. Vincent Street, Port – of – Spain

**Arima:** 32 Sanchez Street, Arima

**San Fernando:** 11-13 Kelshall Street, San Fernando

**Chaguanas:** 5 Mulchan Seuchan Road, Chaguanas

While our offices and agencies remain open to serving you, we urge you to partner with us, take the necessary precautions and cooperate with our team. Kindly avoid close physical contact, practice safe distancing and protect yourselves by frequent washing of hands.

If you are not feeling well, we will understand if you are not able to come in to see us. Under those circumstances, feel free to contact us below to discuss alternative options for having your queries addressed.

**Via telephone:** 1-868-625-4426

**Via email:**

**Claims** – [claims@palig.com](mailto:claims@palig.com) for all claims-related questions or concerns

**Customer Care** – [caribserviceexperience@palig.com](mailto:caribserviceexperience@palig.com) for any other service enquiries

As our Business Partner, it is important for us to inform you that at the present time **PALIG and its affiliates confirm coverage** for the treatment of the Coronavirus disease, as this has not been declared an epidemic by the relevant public authorities.

This means that we are **currently providing and will continue to provide** health coverage based on the terms and conditions in our policy contracts.

**The spread of the Coronavirus/COVID-19** is creating a very dynamic situation that is rapidly evolving; therefore, Pan-American Life Insurance Company of Trinidad and Tobago Limited, is checking the situation continuously, including closely monitoring the communications from the Ministry of Health, the Central Bank of Trinidad and Tobago, and all other relevant authorities and public bodies.

**We assure you that we are prepared to respond rapidly to changes as they occur to best support the needs of our customers.**

We're in this together. Let's continue to work together to protect ourselves, our loved ones and our communities and stop the spread of COVID-19, to ensure that Trinidad and Tobago remains a safe place for all.