Enhanced Administrative Processes at NIS to Benefit Customers

KINGSTOWN, St. Vincent and the Grenadines – The National Insurance Services (NIS) is transitioning from paying benefits by cheque to direct deposit, which is expected to improve the processing of payments and service delivery to its customers.

As the NIS phases out cheque payments, all customers, including the 587 pensioners who are currently paid by cheque, are asked to provide their bank or credit union account details to the NIS to ensure timely payments and continued prompt and efficient service.

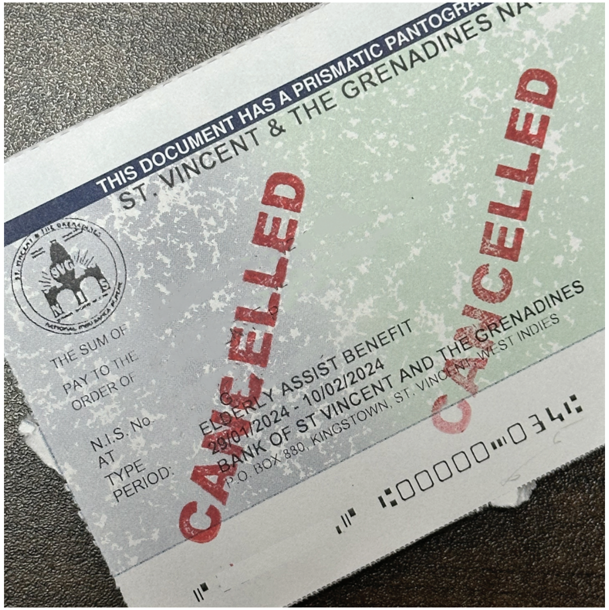
In announcing the plans, the Director of the NIS, Stewart Haynes, has assured customers, especially pensioners, that where they do not have an account with a financial institution, the NIS will provide assistance to facilitate the opening of one.

“Many countries and institutions are moving towards digitalisation, and as a result, they are phasing out cheques, helping to reduce processing and wait times for customers. The NIS takes pride in being a game-changer, and we aim to modernise our payment infrastructure so that our customers can have timely and convenient access to all their benefits payments.

During the COVID-19 pandemic, the ability to send payments directly to customers' accounts was a plus. Currently, 10 per cent of our customers still receive payments by cheque, and we will work towards a system where all our customers can benefit from financial inclusion,” Director Haynes stated.

Mr. Haynes noted that this financial inclusion initiative is in keeping with the NIS’ commitment to improving and modernising its business practices. He further indicated that all efforts to upgrade and transform the NIS will be guided, at every stage, by what is best for the customers.

Additionally, to enhance its administrative processes further, the social security agency is working to improve customer interactions. Soon, customers will be able to register,



pay their NIS, file claims, and track their registration status or payments online.

These latest developments follow the introduction of novel services and applications such as the myNIS app, eSubmit, and the utilisation of WhatsApp to serve thousands of customers, helping to facilitate benefits and contribution queries, submission of documents and claims, and the renewal of life certificates.