



A Visionary Step Forward: Welcoming Mrs. Ronette Lewis to the NIS

The Board of Directors of the National Insurance Services (NIS) is pleased to announce the appointment of **Mrs. Ronette Lewis** as our new Executive Director, effective July 1, 2026. This appointment is a landmark moment for our institution, as Mrs. Lewis becomes the sixth Executive Director in our history and the very first woman to assume this vital position.

As the social security landscape continues to evolve, so too must the leadership entrusted with guiding the institution. The next decade will require a visionary executive with the ability to lead people, optimise operations, strengthen systems, and drive innovation, while maintaining a sound appreciation for financial stewardship. The NIS must continue balancing its responsibility to remain financially sustainable with its commitment to delivering exceptional service and

expanding opportunities that improve the lives and well-being of Vincentians.

Mrs. Lewis is exactly that leader. She brings over two decades of distinguished, high-level experience in organisational growth, business development, and stakeholder engagement. Her expansive career includes impactful collaborations with premier regional and international organisations, including the World Bank, the Caribbean Development Bank, Compete Caribbean, and the Organization of American States.

Academically and professionally, she is exceptionally qualified to drive organisational excellence. Holding a Master's degree in Small & Medium Enterprise Management from the University of the West Indies and a Bachelor of Business Administration from Bernard Baruch College in New York, she most recently served as the General Manager of the Centre for Enterprise Development. Furthermore, her background as a business lecturer, coach, and mentor demonstrates a deep, career-long commitment to capacity building, innovation, and people-centred development.

Currently, the NIS is navigating a crucial phase of modernisation following the comprehensive 2024 reform measures. To maintain our momentum, we require leadership that can translate vision into impactful results. Mrs. Lewis brings a fresh, strategic perspective, drawing on her extensive experience in designing and implementing growth-oriented initiatives that have advanced economic development and created new opportunities across the Caribbean. This background equips her to hit the ground running with a results-driven approach that ensures a smooth transition and immediate, effective action for our beneficiaries.

Mrs. Lewis takes the reins with a clear, forward-looking strategic agenda to build a truly "Modern NIS". **Her vision is built on three central pillars:**

1. Digital Transformation & Customer Experience:

Accelerating the transition to a modern, paperless core management system to ensure our services are highly accessible, responsive, and data-driven.

2. People-Centred Leadership:

Fostering a culture of continuous improvement, internal accountability, and staff empowerment to maximise our operational efficiency.

3. Sustainability & Expansion:

Safeguarding the long-term sustainability of the Fund while finalising the transition to a six-dimensional safety net through the proposed introduction of Unemployment Benefit.

As we embrace this exciting new chapter, we also take a brief moment to formally extend our gratitude to our outgoing Executive Director, Mr. Stewart Haynes, who formally demitted office on June 1 to pursue new regional endeavours. He leaves behind an incredibly strong financial foundation, passing the baton to a leader perfectly equipped to build upon it.

Ultimately, Mrs. Lewis's vision is to position the National Insurance Services as a resilient, customer-focused institution that inspires immense public confidence. The Board of Directors has the utmost faith in her ability to secure our intergenerational promise, as she dedicates her leadership to protecting you in uncertain times ♦



Mrs. Ronette Lewis,
Executive Director, NIS SVG

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