

Guardian Life of the Caribbean understands the concerns around coronavirus (COVID-19) may be causing anxiety and fear. Our priority is the health and safety of our customers, our employees and the wider community. While we continue to monitor associated developments closely, we are taking active steps to ensure that we are able to provide you with the service you need.

TRANSACTING BUSINESS WITH US WILL BE SIMPLE AND ACCESSIBLE

CONTACT US

For all queries please contact our toll free hotline: 1 800 LIFE (5433) or 877-5433. Alternatively, requests can be made via the following email: guardianlife@myguardiangroup.com
Please note that call times may be longer than normal under the current circumstances.

HEALTH CLAIMS

Guardian Life's EasiClaim swipe card facility is to be used at all of our conveniently located In-Network Providers where this service is available.

Health claims can be submitted electronically by simply scanning or taking a picture of the completed claim form with all relevant supports and sending via e-mail to:

- Trinidad - healthclaimstt@myguardiangroup.com
- Barbados - healthclaimsbb@myguardiangroup.com
- All other Territories are to conform with existing methods of claims submission

Guardian Life will use our easiCollect system and reimburse all health claims by depositing directly to your bank account. Members who have not yet signed up for easiCollect are encouraged to do so as soon as possible. Our insureds can logon to the Health Portal- EasiConnect or Guardian Life's website www.myguardiangroup.com/ for the relevant form to enrol. This can be returned to us electronically for completion of enrolment.

PAYMENTS

For those clients who have a payment due you can make your payment electronically. You may either:

1. Set up a direct debit
2. Utilise your respective Bank's Online Banking Facility

Direct Debit

Please contact us using the methods noted above and we will establish the direct debit relationship

Online Banking

1. You are encouraged to contact us using the information listed above to confirm your policy number and premium being paid as this is a key requirement for the successful application of your payment
2. Please sign in to your Online Banking facility

3. Choose Guardian Life as a payee
4. Please pay close attention to your bank's online limits when making payments

Third Party Transfers (Barbados Only)

You are encouraged to contact us using the information listed above for the following:

- a. Our bank account number to facilitate the transfer
- b. To confirm your policy number and premium as this is a key requirement for the successful application of your payment

Alternatively, should you prefer not to use online banking, feel free to contact us and we will be happy to work with you to set up an alternative payment method.

For clients in need of our Health insurance services please use our **EasiConnect** application which can be located at: <https://easiconnect.myguardiangroup.com>

Group Health and Life clients can remit premiums via Automatic Clearing House (ACH).

- ❖ For bank account details to remit premiums via ACH, please contact your assigned Account Executive.

OTHER TRANSACTIONS

These requests may relate to:

1. Withdrawals or partial withdrawal from cash savings values on policies
 2. Policy Loans
 3. Name and Address Changes
 4. Changes or addition to listed beneficiaries
- It is preferred if you have your policy number or the form of identification used when applying for your policy (ies) available
 - Our Customer Service Representatives will provide guidance through the process.

You are also urged to stay in contact with your respective **Financial Advisors** so that advice and support can be rendered at any required time.

For further information about the coronavirus COVID-19 you can visit The Ministry of Health's website at <http://www.health.gov.tt/>