

SSB PUBLIC ADVISORY - Continuity of Services

The Social Security Board (SSB) is taking measures to ensure the continuity of essential services to our valued customers, in response to the Territory's Imposition of a Curfew (No. 6) Order, 2020.

Effective Monday, April 20, 2020, and until further notice, all SSB customer-facing services will close to the public. This includes the National Health Insurance (NHI). Alternatively, customers are invited to contact us by telephone or email, to schedule a telephone appointment with a representative. Our staff will be standing by to serve you.

DAILY OPERATIONS

SSB and NHI staff will work from our offices in a limited capacity to provide essential services. Our hours of operations will be 9:00 a.m. to 3:00 p.m. daily.

CONTACT INFORMATION

Administration	852-7800	info@vissb.vg
Benefits	852-7814	info@vissb.vg
Contributions	852-7840	contr@vissb.vg
Finance	852-7865	finance@vissb.vg
Inspectorate	852-7855	inspector@vissb.vg
Virgin Gorda	852-7826	vg@vissb.vg
NHI – Claims	852-7890	Claims@vinhi.vg
NHI-Clinical	852-7884/81	nhiclinical@vinhi.vg
NHI - Administration	852-7863	info@vinhi.vg

PAYMENTS

As a reminder, SSB and NHI payment options include ACH transfers, Check payments and Wire transfers, where permitted. Please visit our websites: www.vissb.vg and www.vinhi.vg for more information or contact our Finance Department for additional guidance, including information on cash payments.

DROP OFF SERVICE

Customers are asked to use the Drop Box Facility located outside the Joshua Smith Building to submit:

- Claims
- Check payments

Please visit our websites: www.vissb.vg and www.vinhi.vg for the necessary forms. Forms will also be made available at the offices.

TEMPORARY SUSPENSION OF NON-ESSENTIAL SERVICES

Please note the following services have been temporarily suspended:

- Certificates of Earnings
- Certificates of Good standing
- Registration
- Card Replacement

Please consider that these steps are being taken to protect staff, customers, the public health and particularly our most vulnerable citizens.

We apologize for any inconvenience caused. Thank you for your understanding, flexibility, and support during these challenging times as we aim to serve you with safety as a priority.

Together, we will make a difference.

Management