

September 16, 2020

Social Security Board
Notice of New Operational Hours – 8:30 a.m. to 2:00 p.m.

In response to the Government of the Virgin Islands' Curfew (No. 32) Order dated 15th September, 2020, the Social Security Board has revised its operational hours. SSB Offices will be open to the public **8:30 a.m. to 2:00 p.m.**, Mondays to Fridays.

Drop-Box for Applications

Customers are encouraged to utilise the drop-boxes, located outside the main office on Tortola, and the Virgin Gorda office to submit applications: Check Payments or Credit Card Authorization forms – **no cash submissions** are to be placed inside the drop-boxes. Once documents are ready to be collected, an SSB representative will make contact with clients.

Certificates of Earnings

Persons who require a *Certificate of Earnings* for the Labour or Immigration Department must apply **one (1) month in advance** of the expiration of their work permit - to ensure timely processing. This is due to the recent influx of applications and the need to effectively manage resources.

Customer Service Kiosk

The Customer Service Kiosk, located outside the main office on Tortola, is for document **pick-ups only**. Customers will be contacted once documents are ready to be collected.

Contact Information

For queries or concerns, customers are asked to contact unit representatives via the following telephone numbers and/or email addresses:

Unit	Contact Number	Email Address
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

The Social Security Board thanks the public for your continued cooperation.

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