



27th March, 2020

Dear Valued Customer,

Greetings from BSP Life. As the effects of COVID-19 evolve, we will continue to provide regular updates to ensure you are well informed of how we are supporting you. This is our third update.

Complying with health safety measures

To ensure we continue providing our broad range of services, our offices remain open with limited staff, supported by others working from home. Our offices are located as follows:

Suva Customer Service Centre Ground Floor, BSP Life Centre, Thomson Street, Suva Ph: 132 700/331 7000	Nadi Sales Unit Ground Floor, Airport Central Building Namaka, Nadi Ph: 672 4400
Suva City Sales Unit Level 2, Pacific House, 1 MacArthur Street, Suva Ph: 326 1484	Lautoka Sales Unit Level 1, Rajendra Westfield Complex, Lautoka Ph: 666 2400
Suva High Performance Unit Level 4, BSP life Centre Suva Ph: 326 1526	Ba High Performance Unit BSP Bank Branch, Ganga Singh St, Ba Ph: 667 6777
Centre Point High Performance Unit Level1, Manohan Building, Corner of Kings Rd and Wainivula Rd Ph: 326 1535	Labasa Sales Unit Charan Jeet Singh Building Corner of Nasekula Rd and Jaduram St Labasa Ph: 881 1866
Nausori Sales Unit Winina Building, Nausori Ph: 347 8779	

Digital Services

The following electronic mediums are also available to you:

1. BSP Life website. All updates on important information are captured on www.bsplife.com.fj. A chat facility is available to assist you liaise with our team on any queries related to your BSP Life or BSP Health insurance benefits. You can also view product information and get the latest updates on COVID-19 via our *COVID-19 Information Centre*.
2. *MY BSP Life*, customer self-service [\[click here to log in\]](#). This allows registered customers to access policy information 24/7 and is private and well secured. It allows you to see your policy information including your policy cash advance value, communications that have been sent to

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you, and allows you to generate queries and make a claim. To register, all you have to do is get in touch with us via any of our key Customer Contacts.

3. We are now accepting scanned applications for new applications (done in liaison with your Insurance advisor) and for claims/benefit pay-outs.

Key Points of Contacts

General Enquiries

- Toll Free: 132700 | Tel: 326 1787
- Email: cmcustomerexperience@bsplife.com.fj
- Visit our website: www.bsplife.com.fj

Premium Payments

- Please use Bill Pay via Internet Banking or BSP Life Suva, Customer Services.
- If you are facing difficulties with payment of premiums, please contact the following staff immediately:
 1. Kilive Naloli 326 1607
 2. Kaushal Kumar 326 1309
 3. Karupe Taoba 326 1707

Medical Emergencies 24/7

- Call – 702 4507

We understand that some customers have been adversely impacted by the current economic conditions and that you may have concerns regarding your policies. We encourage you to speak with your Insurance Advisor or contact us via any of our Key Points of Contacts noted above as soon as possible.

It is at times like this, that your BSP Life insurance policy becomes even more valuable, offering you and loved ones much needed financial security. We are here to assist should you require our help. We assure you, that we are working hard and will continue to do so to ensure our full services remain available to you at this critical time.

Michael Nacola
Managing Director

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