



Dear Valued Customers,

We trust you and your loved ones are safe and well.

In-line with the latest COVID-19 restrictions announced by the Ministry of Health and in our bid to support wellbeing and safety, all BSP Life Customer Service centres will be closed from tomorrow **27 April, 2021** until further notice, with **our teams operating remotely**. This means, our services will continue through digital platforms, i.e., the BSP Life website chat box, social media and email plus our Call Centre.

To access our services, including claims requests, loan requests, or general queries, we strongly encourage you **to register on our customer self-service portal via the BSP Life website www.bsplife.com.fj**. The portal provides you the convenience of viewing your policy details and requesting services online. If you need assistance registering on the portal, please call us on 132700. For premium related updates, you may receive notifications via email.

Contact details for subject areas are provided below:

Essential Services	Contacts
Lodge Benefit Claims Apply for a Policy Loan Policy information Register to MY BSP Life	MY BSP Life Portal sign in via www.bsplife.com.fj CHAT via www.bsplife.com.fj Email – bula@bsplife.com.fj Phone – 132 700
Premium Payments	BillPay at all local bank branches. Internet and Mobile Banking Services <ul style="list-style-type: none">• Name & Policy number to be noted
Medical Emergencies	Available 24/7 <ul style="list-style-type: none">• 702 4507• 326 1787
E-bill and Customer Self Service Portal	MY BSP Life Portal sign in via www.bsplife.com.fj

Thank you for your cooperation and understanding.

Take care and stay safe.

Michael Nacola
Managing Director

A member of the BSP Group