

14th May 2021

Dear valued customer,

We hope that you and loved ones are well. Our heartfelt thanks go out to all our front-line workers who are working hard to contain the current Covid-19 outbreak. Let us please play our part by adhering to the advice by the Ministry of Health including the practising of all Covid-safe measures.

The Ministry of Health has advised a lockdown for the Suva and Nausori containment area from Friday 14th May 2021 6pm, until Wednesday 19th May 2021 4am.

Essential Services

While all our offices on Viti Levu remain closed, we assure you that our services remain fully operational via our online platforms. Our medical emergency helpline is also available 24/7. Most of our team have been working remotely over the last 2 weeks and will continue doing so over the lockdown period. The robustness of our remote working protocols is well proven, and we can continue on this basis for as long as is required. Contacts for our essential services are:

Essential Services	Contacts
<ol style="list-style-type: none">Lodge Benefit ClaimsApply for a Policy LoanPolicy informationRegister to MY BSP Life	<ol style="list-style-type: none">MY BSP Life Portal sign in via www.bsplife.com.fjCHAT via www.bsplife.com.fjEmail – bula@bsplife.com.fjCall Centre Phone – 132 700
Premium Payments	BillPay via Internet Banking Services <i>* Name & Policy number to be noted.</i>
Medical Emergencies	Available 24/7: <ul style="list-style-type: none">702 4507326 1787
E-bill and Customer Self Service Portal	MY BSP Life Portal sign in via www.bsplife.com.fj
Updates	Follow us: Facebook, LinkedIn, Instagram

Premium Arrears Notices

The closure of some businesses has seen some delay in Life and Health premiums being remitted to us. These are premiums that may have been paid via salary deductions or sent via automatic deductions by Banks. Due to these delays, some customers may have received premium arrears notices. We apologise to customers who have made payment via the above mediums and still received an arrears notice. If you have been affected, kindly notify our Call Centre on 132700 or CHAT via our website, so that our team can provide clarification.

Please stay safe.

Michael Nacola
Managing Director

A member of the BSP Group