



**FREQUENTLY ASKED QUESTIONS [FAQS] RE
CENTRAL BANK’S APPLICATION TO APPOINT LIQUIDATOR
FOR BRITISH-AMERICAN INSURANCE COMPANY (TRINIDAD)
LIMITED (BAT)**

FREQUENTLY ASKED QUESTIONS – POLICY HOLDERS	
QUESTION	ANSWERS
<p>1. Liquidation: Why is BAT being placed in liquidation?</p>	<p>The Government of Trinidad & Tobago (GORTT) injected funds into BAT to protect the interest of BAT’s Policyholders and Investors, when in 2009, the Central Bank of Trinidad & Tobago (Central Bank) first deemed BAT insolvent. This financial Bailout resulted in BAT becoming indebted to GORTT.</p> <p>In 2018, BAT submitted a Form 55 Claim against CLF-in-Liquidation for the settlement of BAT’s debt to GORTT. To date, no settlement was received from CLF Liquidators and BAT has been unable to pay its debt to GORTT. This inability to repay GORTT has kept BAT insolvent in spite of the conscientious efforts of its caretaker Board and Management and its majority shareholder.</p> <p>Under the Insurance Act 2018, Central Bank, as BAT’s regulator, is legally required to take necessary action to appoint a Liquidator for BAT, given its continued insolvency.</p> <p>BAT has sufficient funds to settle the payments under your policies, notwithstanding BAT’s insolvency and impending liquidation.</p>
<p>2. Treatment of Policy: What will happen with my Policy?</p>	<p>Your policy remains valid and binding on BAT until it is financially settled or transferred to another insurer. The Liquidator, when appointed, will update you on this matter.</p>



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3. Transfer: Will I have the option of refusing to have my policy transferred to another Insurer?	Yes. You will have the opportunity to surrender your policy before it is transferred. This will be solely your decision. You are encouraged to seek guidance from your legal and insurance advisers before making a decision.
4. Surrender - Will I be allowed to surrender my Policy now or during the liquidation?	Yes. All contractual terms and conditions remain valid until your policy is financially settled.
5. Claims: Can I continue to apply for my contractual benefits under my Insurance Policy?	Yes. BAT has sufficient funds to settle policy payments and other contractual claims and benefits as and when they become due.
6. Amendments: Can I make changes to my Policy, such as Name Change, Address, Contact Information, Beneficiaries?	Yes. You are encouraged to make these changes as early as you can. You may visit BAT’s Customer Service Center most convenient to you [Barataria, Tunapuna, Chaguanas, San Fernando or Tobago] with your Policy Contract, a valid Photo Identification and Proof of Address no older than 3 months.
7. Lost Policy: What happens if I cannot find my Policy?	BAT’s standard procedure for Lost Policies remains in force. This requires that you visit BAT’s Customer Service Center most convenient to you, with a valid Photo Identification and Proof of Address no older than 3 months.



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<p>8. Assigned Policies: What happens to my Policy if it is assigned as collateral to a Financial Institution?</p>	<p>All contractual obligations remain under your Policy and its assignment, provided that you continue to pay your premiums so as to keep the policy in force.</p>
<p>9. Staff Pension: Will my pension payment be impacted by BAT’s liquidation?</p>	<p>No. Your pension plan was transferred to Sagicor in 2019, with sufficient assets to meet the Plan’s obligations.</p>
<p>10. BAT’s Employer/ Employee Contributory Group Life & Health Plan: Will BAT’s liquidation impact my Plan?</p>	<p>Upon appointment, the Liquidator will assume control of the Company and will provide an update on BAT’s Employer/Employee Contributory Group Life & Health Plan. You are encouraged to continue paying your premium and await communication from the Liquidator.</p>
<p>11. Creditors: I have provided goods/ works/ services to BAT in 2025/ 2026 that have not been paid. What do I need to do right now?</p>	<p>You are encouraged to submit any outstanding invoices to BAT for settlement in the ordinary course of business, if you have not done so to date.</p>



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<p>12. Long Term Creditors: I have provided goods/ works/ services to BAT prior to 2025 that have not been paid. What do I need to do right now?</p>	<p>You are to await the appointment of the Liquidator.</p> <p>Upon appointment, the Liquidator will assume control of the Company and will provide an update to BAT’s Creditors.</p>
<p>13. Further Queries/ Clarification: Who should I contact if I need additional information?</p>	<p>If you have additional queries or require further clarification regarding the status of your policies and claims, you may direct your queries to BAT’s officials at:</p> <p>Claire Gomez-Miller, Managing Director: CGomez-Miller@BA-Trinidad.com Tel/WhatsApp- (868)743-4909</p> <p>Albeadea Mohamed, Executive Manager: AlbMohamed@BA-Trinidad.com Tel/WhatsApp- (868)743-4620</p>