

GENERAL USER INSTRUCTIONS – ONLINE FORMS

USER GUIDELINES:

NOTE: YOUR INSURANCE COVERAGE WILL NOT BEGIN BEFORE YOUR APPLICATION HAS BEEN APPROVED BY CUNA CARIBBEAN INSURANCE.

Completing your application could not be easier!

Product details can be found on our website <https://ecunewexperience.com/> or the Products tab on CUNA Caribbean Insurance Society Ltd's website at cunacaribbean.com/trinidad-products/

- ✓ Complete the relevant FIP or FCIP form(s).
- ✓ Save the completed form and sign using your digital signature, or print, sign and scan the completed form.
- ✓ Email your signed, completed form(s) along with copies of the documents listed in the **Enrolment Checklist** to your respective branch email (**please see listings below**)
- ✓ **You must copy and paste the following statement in the body of your email:**

"I certify that the information in the attached form(s) is/are true and accurate and the identification document(s) is/are a true copy of the original(s)"

- ✓ Submit first premium using the steps in the **Payment Instructions**.

NEW ENROLLMENT CHECKLIST:

The following documents must be submitted along with your application form for **all** persons listed on your insurance application.

- ✓ **Proof of identity:** Copy of valid government issued driver's permit, passport or national ID (not required for minor children).
- ✓ **Proof of address:** Utility bill, bank or credit union statement or bills. These documents must not be more than three (3) months old (not required for minor children).
- ✓ **Proof of relationship to the Primary Insured Member:** Marriage certificate or proof of common law relationship (affidavit etc.), birth certificate, proof of legal guardianship/adoption.
- ✓ **If you are the only insured Person on the enrolment,** please complete Designation of Beneficiary Form.

PLAN UPGRADES CHECKLIST:

The following documents must be submitted:

- ✓ Completed Change of Plan (for FIP) &/or Change of Coverage (for FCIP) ✓ Payment for new coverage using the steps in the **Payment Instructions**.

PAYMENT INSTRUCTIONS:

1. *Submit a letter authorizing Eastern Credit Union to deduct first premium from deposit account/ click link on website authorising ECU to deduct payment from deposit account.*
2. *Click link on website to complete standing order form to be uploaded with other documents to complete transaction.*

BRANCH EMAIL ADDRESSES:

- Arima Branch- ecu_arima@easterncutt.com
- Tunapuna Branch- ecu_tunapuna@easterncutt.com
- St Joseph Branch- ecu_stjoseph@easterncutt.com
- Barataria Branch- ecu_barataria@easterncutt.com
- Port of Spain Branch- ecu_portofspain@easterncutt.com

- Chaguana Branch- ecu_chaguana@easterncutt.com
- Sangre Grande Branch- ecu_sangregrande@easterncutt.com
- San Fernando Branch- ecu_sanfernando@easterncutt.com
- Tobago Branch- ecu_tobago@easterncutt.com

For assistance, please contact our Customer Service team at 628-CUNA (2862) ext. 1015, 1016, 1053, 1061 or send an email to customerservices@cunacaribbean.com or ecu_insurance@easterncutt.com.

YOUR INSURANCE WILL NOT COMMENCE UNTIL THE INSURERS HAVE INDICATED THEIR APPROVAL OF YOUR APPLICATION.