

~ EDITORIAL ~ A NEW REALITY



Parveen Boertje, Chief Customer Officer SZV

As we are preparing this edition of the SZV Health Supplement, we adjust to a new reality.

The global outbreak of the Coronavirus (COVID-19) is a major life-changing event that we will carry on with us for the rest of our lives. The measures that are currently put in place to avoid further spread of the virus are necessary and unprecedented at the same time.

This edition of the supplement is created under exceptional circumstances. Instead of having the monthly meeting to discuss the content, we do this now online, from different locations. We won't be able to see the end result together in one room, like we usually do. The willingness of all colleagues to contribute to ensure that this publication is available, is a testament

of our dedication to serve.

While we get the work done, some from home and some from the office, we miss the in-person interaction with each other and our customers. The coming weeks will likely be confusing, challenging and life-changing for us all. We too, look forward to reaching the end of this health crisis. When this will be, we don't know at the time of this writing. What we do know, is that there will be many challenges awaiting us post-coronavirus.

With this special edition of the supplement, we can reach out to the community of Sint Maarten and inform you of the adjusted procedures and contact options for SZV services. Because even though our doors are closed, our work for the community continues. Stay safe Sint Maarten.

COMBATTING THE VIRUS: WHAT CAN YOU DO?



Weekday morning view of the SZV parking lot during "Corona closure" which would normally be at full capacity.

The highest priority at this very moment is the safety and wellbeing of our customers, visitors, our staff and their loved ones. As members of the community, we all have a role to play when it comes to observing and implementing preventative measures. Only together, we can slow the spread of COVID-19. One of these measures is to **practice social distancing**. This is proven to be one of the most effective ways to help contain the spread of illness.

Various businesses have implemented working from home or are temporarily closed. Your day looks different now. Create a **new daily routine** where your wellbeing is a priority. Things you can do are reading books, implement an exercising routine or try to rest and relax.

When you gather information about the virus, always use **trusted sources** and be aware of fake news. We recommend to

regularly check the information channels of the Government of Sint Maarten.

Connect with others via the phone or social media. We all share the same worries for our health, and a short phone call or message asking 'how are you doing?' is certainly appreciated in these times. Talk with people you trust about your concerns and how you are feeling.

And of course, practice the recommended hygiene measures. We are constantly reminded about this, so do not forget to **wash your hands frequently**. Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water to kill viruses that may be on your hands.

And finally, be **flexible and patient**. At SZV we are implementing continuous changes to be able to serve in evolving conditions, with public health and safety at the forefront of all our decisions.

WHAT'S INSIDE

Page 2:

- COVID-19 hotline & prevention
- Procedure: Prescription stamps
- Procedure: Life certificate for abroad
- Procedure: Doctor control online

Page 3:

- No new appointment requests
- SZV banking information
- Payment deadlines
- Register for Employer Portal

WWW.SZV.SX
HAS THE ANSWERS!



FOR GENERAL INQUIRIES

We are available via telephone number

546-6782

Monday - Friday: 7:30am - 2:00pm



NATIONAL HOTLINE FOR COVID-19 – CALL 914



The Collective Prevention Services has established a National Hotline for questions about the Coronavirus (COVID-19). If you have questions about the virus call 914.

For Government issued updates and information on the Coronavirus visit www.sintmaartengov.org/coronavirus, www.facebook.com/SXMGGOV or listen to SXMGGOV 107.9FM.

PROTECT YOURSELF AND OTHERS from the coronavirus (COVID-19)

- **Wash** your hands frequently with soap and water or alcohol-based rub
- Maintain social **distancing** (minimum 1 metre)
- Avoid **touching** eyes, nose and mouth
- Practice respiratory **hygiene**
- If you have **fever, cough** and **difficulty breathing**, seek medical care early
- **Stay informed**, follow advice from your healthcare provider



PRESCRIPTION STAMPS & AUTHORIZATIONS

The patient does not have to visit SZV for this. SZV will approve prescriptions and provide authorizations directly with the pharmacy or provider via e-mail/digitally.

Note: This is an adjusted procedure. Details available on www.szv.sx.



SZV DOCTOR CONTROL ONLINE

- | | |
|--------------------|---|
| STEP
01 | Go to www.szv.sx and fill in the online form |
| STEP
02 | The SZV control doctor will call you, pick up the phone! |
| STEP
03 | Inform your employer that you have reported to SZV |

If you cannot go online, call 546-6775.

This line is open Monday-Friday between 7.30 am and 10.00 am

Note: This is an adjusted procedure. Details available on www.szv.sx.

NEED A LIFE CERTIFICATE TO SEND ABROAD?

You can contact these institutions directly to inform them on your status:

- ✓ SVB Aruba: e-mail pensioenen@svbaruba.org
- ✓ SVB Curacao: e-mail pensioenen@svbcur.org
- ✓ RCN SZW (BES Islands): e-mail pensioen@rijksdienstcn.com
- ✓ SVB Netherlands: visit the website for more info: <https://www.svb.nl/nl/aow/nieuws/Levensbewijs>

Note: This is an adjusted procedure. Details available on www.szv.sx.



NO NEW APPOINTMENT REQUESTS

SZV is currently not accepting new appointment requests as our offices are temporarily closed until further notice for visitors and customers.

Note: This is an adjusted procedure. Details available on www.szv.sx.



PAYMENT DEADLINES

- Social and Health Insurance premium payment is the 15th of each month.
- Cessantia payment is June 30th, 2020.



BANKING INFORMATION OF SZV

Payments can be done online through your preferred Bank. Our banking information is as follows:

WIB Bank

Cessantia	Checking	87227202	NAF
FZOG Premiums	Checking	22021410	NAF
ZV/OV Premiums	Checking	87227300	NAF
AOV/AWW Premiums	Checking	21206606	NAF
All Premiums	Checking	81947500	USD

RBC Royal Bank

Premium ZV/OV	8200000403926278
Premium AOV/AWW	8200000403926437

For inquiries or request for receipts of payment e-mail to fingroup@szv.sx.



Manage all your employees SZV data with

Employer Portal

REGISTER TODAY ON WWW.SZV.SX

- 24/7 availability to help you meet your deadlines
- Online overview and archive of your monthly declarations
- Online verification of your data
- Automatic calculations
- E-mail confirmations
- 3rd party authorization (for accountants)
- COMING SOON: Online employee mutations

Go to www.szv.sx and register for an account today! For more info, contact fingroup@szv.sx.

Please have this information available when contacting SZV:

- First Name
- Last Name
- Date of Birth
- Phone Number
- E-mail Address



www.szv.sx/info/covid-19/

SZV adjusted procedures in relation to COVID-19



546-6782 General inquiries

Monday - Friday: 7:30am - 2:00pm



SZV Facebook Messenger



546-6775 Doctor control

Monday - Friday: 7:30am - 10:00am



info@szv.sx



ADJUSTED PROCEDURES ON WWW.SZV.SX

In light of the ongoing COVID-19 pandemic, SZV has adjusted procedures and contact options for SZV services. These measures have been put in place to contribute to the safety and wellbeing of our staff, customers, visitors and the community of Sint Maarten.

An overview of our adjusted procedures and contact options can be found on our **COVID-19 page** on www.szv.sx.