

## **RICB/CO/CSRD/2020/3700**

### **NOTIFICATION.**

Dear our valued customers,

While everyone across the world continues to deal with the uncertainty of COVID-19, Royal Insurance Corporation of Bhutan Limited (RICBL) is committed to providing our services throughout the course of this pandemic with very little or no disruption.

Considering heightened measures to control COVID-19 and to provide opportunities to customers preferring to avoid large crowd, RICBL has put in place following measures:

#### **a. For General Insurance (GI) and Life Insurance (LI) Services.**

Clients wishing to apply for new or renew the insurance policies may contact following officials during office hours:

<b>Services</b>	<b>Name of Focal</b>	<b>Mobile #</b>	<b>Email ID</b>
GI Services	Ms. Divya Dewan	17851558	divya_dewan@ricb.bt
LI Services	Mr. Ugyen Tshering	17503236	ugyen_tshering@ricb.bt

- Discuss on the premium applicable and pay via mBoB or mPay to the bank accounts shared by the above dealing officials.
- Submit screenshot copy of the payment details via email or Whats App.
- Your policy documents shall be delivered via email.
- We also encourage all our valued customers to intimate on new insurance claims or follow-up on the lodged claims by contacting the above officials.
- The claim settlement payment can directly be transferred to your Bank account or to the workshop as per your payment advice.

**b. Credit Services.**

- Clients wishing to apply for new loan or follow up on the status of loan applied may contact following official during office hours:

<b>Services</b>	<b>Name of Focal</b>	<b>Mobile #</b>	<b>Email ID</b>
Credit Services	Ms. Kushma Khar Adhikari	77100950	kk_adhikari@ricb.bt

- We encourage customers to repay or deposit the EMI via mBOB or mPay, using loan account number.
- For release of loans, kindly send a scanned copy of an application letter, we will verify the required documents and transfer the release to your Bank Account.

**c. Private Provident Fund and GSLI Services.**

- Employers wishing to pay PPF and GSLI contribution via mBoB or mPay may contact the dealing officer during office hours.
- Submit screenshot of payment details, along with the PPF/GSLI schedules.
- For refunds of PPF/GSLI, please provide your bank account details to enable us to directly deposit the refund.

<b>Services</b>	<b>Name of Focal</b>	<b>Mobile #</b>	<b>Email Id</b>
PPF, Annuity & GSLI Services	Ms. Meto Seldon	17647416	meto_seldon@ricb.bt

We are also accepting scanned copy of documents.

However, the original documents need to be sent to the above officials for future record.

The same practice will be replicated to all our Branch Offices and contacts of the focal are listed for your convenience. The focal will provide services for all business lines under RICB. Stay home, stay safe.

<b>Sl#</b>	<b>Branch Office</b>	<b>Name of Focal</b>	<b>Mobile #</b>	<b>Email Id</b>
1.	Babesa	Tshewang Jurmey	17609050	tshewang_jurmey@ricb.bt
2.	Bajo	Nima Pelden	17608996	nima_pelden@ricb.bt
3.	Bumthang	Thinley Phuntsho	17915257	thinley_phuntsho@ricb.bt
4.	Dagapela	Tashi Tshering	17917031	tashi_tshering@ricb.bt
5.	Gasa	Leki Thinley	17900840	leki_thinley@ricb.bt
6.	Gedu	Dorji Phuntsho	17621325	dorji_phuntsho@ricb.bt
7.	Gelephu	Rinchen Namgyel	17678282	rinchen_namgyel@ricb.bt
8.	Gomtu	Sonam Wangchuk	17888224	sonam_wangchuk1@ricb.bt
9.	Gyelposhing	Karma Tshering	17524554	karma_tshering@ricb.bt
10.	Haa	Tandin Penjor	77402627	tandin_penjor@ricb.bt
11.	Khuruthang	Prem Prakash Rai	17279281	pr_rai@ricb.bt
12.	Lhuntse	Sonam Chopel	17688095	sonam_chophel@ricb.bt
13.	Mongar	Sangay Chopel	17890089	sangay_chophel@ricb.bt
14.	Nganglam	Kinzang Dorji	17616565	kinzang_dorji1@ricb.bt
15.	Paro	Neten Sherub	17785171	neten_sherub@ricb.bt
16.	Pema Gatshel	Sonam Tshewang	17306098	sonam_tshewang@ricb.bt
17.	Samdrup Jongkhar	Sonam Dhendup	17464224	sonam_dendup@ricb.bt

18.	Samtse	Karma	17111059	karma1@ricb.bt
19.	Tashichholing	Karma Phuntshok	77647208	Karma_phuntshok@ricb.bt
20.	Trashhi Yangtse	Minjur Wangchuk	17943251	minjur_wangchuk@ricb.bt
21.	Trashigang	Jigme	17170707	jigme@ricb.bt
22.	Trongsa	Tshering Gyeltshen	17610173	tshering_gyeltshen@ricb.bt
23.	Tsirang	Chenga Lhamo	17750021	chenga_lhamo@ricb.bt
24.	Wamrong	Daw Dhendup	17514590	daw_dhendup@ricb.bt
25.	Zhemgang	Sam Tshewang	17846266	sam_tshewang@ricb.bt

### **Phuentsholing Main Branch Office**

<b>Sl. No.</b>	<b>Services</b>	<b>Name of focal</b>	<b>Mobile #</b>	<b>Email Id</b>
1.	GI Services	Tshering Gyem	17632910	tshering_gyem@ricb.bt
2.	LI Services/ Private Provident Fund and GSLI Services	Kinley Tshering	17808838	kinley_tshering@ricb.bt
3.	Credit Services	Pema Yangdon	17935431	Pema_yangdon@ricb.bt

**Management**