

Refund Policy

1.0 The Turks and Caicos Islands National Insurance Board issues refunds on Contribution:

1. Refund due to an overpayment of a contribution payment. Generally, if an overpayment occurs it will be applied to the next period. At the customer's request, a refund check will be processed within 30 working days, or a refund can be applied to the customer's credit card once the customer presents the card and valid identification to the Corporate Headquarters.

In case of dispute, the key to speeding up the refund is having proof of payment. Proof of payment may be required by furnishing one of the following:

1. Copy of front and back of cancelled check(s)
2. Copy of register receipt from cashier
3. Copy of receipt from our online web portal

If you have questions on any of the steps listed above, please contact our Customer Service Department at 649-946-1048 or operations@tcinib.tc.

2.0 CHANGES TO OUR REFUND POLICY

From time to time, TCINIB may need to update or modify this Refund Policy. If so TCINIB will post those changes on this page, and/or update the Refund Policy modification date below.

This Policy is effective as of May 1st, 2022.

3.0 CONTACT US

TCINIB may be contacted using the details at <https://www.tcinib.tc/>