

## HOW TO CONTACT US

For further information, call or visit our National Insurance Offices or the

Telephone No. 227-3461.

E-mail address: [customer\\_service@nis.org.gy](mailto:customer_service@nis.org.gy)

NIS WEBSITE: [www.nis.org.gy](http://www.nis.org.gy)

## NATIONAL INSURANCE OFFICES ARE SITUATED AT:

Head Office	Tel: 225-2793-5
Bartica Local Office	Tel: 455-3142, 455-2326
Camp & Bent Street	Tel: 225-2798-9, 226-8058-9
Corriverton Local Office	Tel: 335-3007, 335-3016
Essequibo Local Office	Tel: 771-4119, 771-4318
Fort Wellington Local Office	Tel: 232-0300
Klien Pouderoyen Local Office	Tel: 264-2531
Leonora Local Office	Tel: 268-2285, 268-2275
Lethem Local Office	Tel: 772-2267
Linden Local Office	Tel: 444-6440, 444-3074
Mabarurna Local Office	Tel: 777-5120
Mahaicony Local Office	Tel: 221-2217
Melanie Damishana Local Office	Tel: 270-1227, 270-1222, 270-1031
New Amsterdam Local Office	Tel: 333-2103, 333-3170
Port Mourant Local Office	Tel: 336-6578, 336-6577

This Leaflet gives general information only and should not be treated as a complete and authoritative statement of law.



# A GUIDE TO NIS APPEALS



**NATIONAL INSURANCE SCHEME**  
**HEAD OFFICE: Brickdam & Winter Place, Georgetown, Guyana**  
**Tel: +(592)226-6797, 226-8376, 225-2793-5,**  
**227-3461, 226-9867**



### NATIONAL INSURANCE APPEALS

There are times when for one reason or another your Claim might be disallowed or disqualified, or you may be dissatisfied with the decision made on your claim. You have the legal right to lodge an appeal with the National Insurance Appeals Tribunal, an Independent body of the National Insurance Board.

Such an appeal should be made on the appropriate Form AP1100F4 RO - Notice of Appeal, which can be obtained from any National Insurance Local Office. You have two (2) months (except if the claim is for the Funeral Benefit in which case it will be six (6) months from the date of the decision on your claim to lodge an appeal.

If the Notice of Appeal is submitted later than the time period mentioned above, you are required to submit a statement relevant to the late submission.

### SOME REASONS FOR APPEALS

1. Insufficient Contributions.
2. Declaration of "Fit For Work" by a Doctor or the Medical Advisor of NIS.
3. Dissatisfaction with percentage of disability awarded.
4. Discontinuation of Sickness Benefit and not deeming claimant an Invalid.
5. Dissatisfaction with Pension Rate/Grant

### TYPES OF APPEALS

1. **Benefit Appeals** are heard at sittings of the NIS Appeals Tribunal which are held at the various
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NIS Offices throughout Guyana.

If you are not satisfied with the decision of the Appeal Tribunal you can then appeal to the National Insurance Commissioner within three (3) months of the date of the decision by the Appeal Tribunal. The decision of the National Insurance Commissioner is final.

2. **Medical Appeals** are conducted at the Medical Section of the NIS offices at Brickdam and Winter Place, Georgetown and New Amsterdam or at any other venue set by NIS. The decision of the Medical Board is final.

### REPRESENTATION AT APPEALS SITTING

It is your right to have someone of your choice come before the Appeals Board to represent you.

### IMPORTANT POINTS TO NOTE

It is not automatic if you are medically unfit for your employment that you will be considered an invalid by the Medical Advisor or the Medical Board of NIS. Remember, your employer may find it easier to terminate your services on medical grounds if in their opinion you are frequently off the job and may be perceived as being a "liability" to the Company.

If you appeal against a 'fit for work' decision and have to wait a while before your case is placed before the Medical Board, then you are doing so at your own risk. If you win the appeal, then you will be paid from the date of the Medical Board Decision.

NB: All appeals must be made two months after the date of decision.

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