



**GOVERNMENT OF BERMUDA**  
**MINISTRY OF FINANCE**

**PATI Information Statement**

**Name of Public Authority:** Department of Social Insurance

**Introduction:**

The Public Access to Information Act (PATI) 2010 was developed to give the public the right to obtain access to information held by public authorities; to increase transparency with regard to these authorities; to increase accountability held by public authorities; and to update and inform the public on the activities and decision-making of these authorities in a sustained and consistent manner.

To aid the provision of information to the public, the Public Access to Information (PATI) Act 2010 requires that each public authority prepares an Information Statement. The purpose of the Information Statement is to provide people wanting access to information held by a public authority a 'window' of the types of documents held by that public authority, what that public authority does, and how a person can access the information they require.

The Department of Social Insurance Information Statement will make the following information available to the public as part of its normal business activities:

- Structure of the organization, and governing legislation;
- Functions, powers, duties and obligations;
- Summary of services provided;
- Classes of records held, in order to facilitate the exercise of right of access;
- Administrative manuals;
- Policies, rules and guidelines used for decision-making;
- Name and contact information of the person designated by a public authority as the person to whom requests for information are to be directed;
- Additional information to aid accessing Information Statement;
- Means of logging concerns or complaints or concerns about accessing information.

**Section A: Structure, Organization and Legislation [s5(1)a]**

The DOSI is organized in 4 Sections as follows:

- Administration - Responsible for Human Resource, Accounting, Financial Reporting functions
- Benefits - Responsible for processing of all benefit claims and payment of benefits

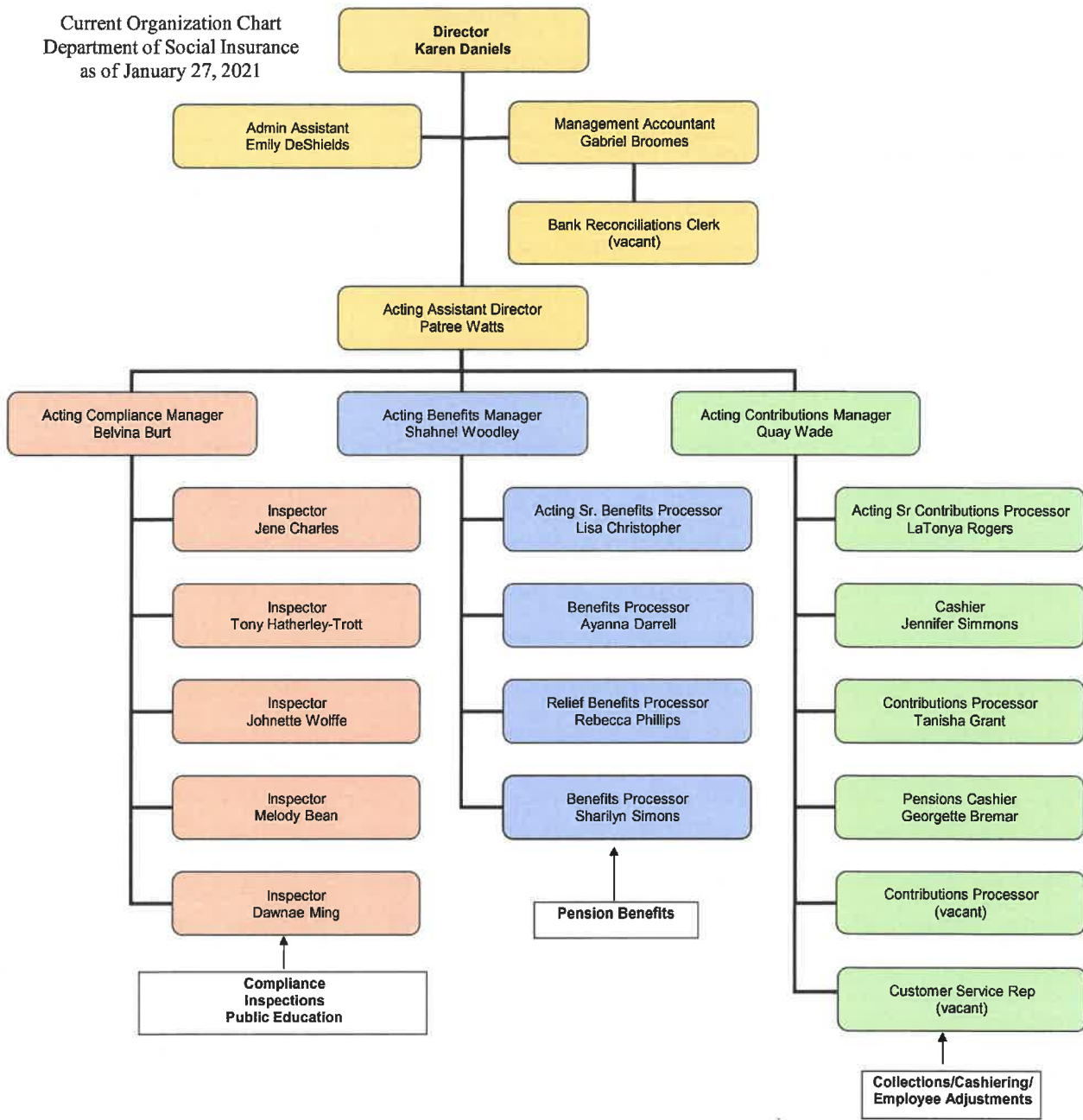
- Compliance Responsible for monitoring compliance under the Contributory Pension Fund Act 1970 and Regulations.
- Contributions Responsible for issuance of social insurance numbers, maintenance of employer and employee accounts, employer billings and collections.

The DOSI Management Team is as follows:

- Director – Karen J. Daniels-Ming [kjdaniels@gov.bm](mailto:kjdaniels@gov.bm)
- Acting Assistant Director – Patree Watts [pwatts@gov.bm](mailto:pwatts@gov.bm)
- Acting Benefits Manager – Shanel Woodley [swoodley@gov.bm](mailto:swoodley@gov.bm)
- Acting Compliance Manager – Belvina Burt [bburt@gov.bm](mailto:bburt@gov.bm)
- Acting Contribution Manager – Quay Wade [qwade@gov.bm](mailto:qwade@gov.bm)
- Management Accountant – Gabriel Broomes [gbroomes@gov.bm](mailto:gbroomes@gov.bm)

See copy or Organizational Chart on page 3.

Current Organization Chart  
 Department of Social Insurance  
 as of January 27, 2021



## **Legislation**

*The Department of Social Insurance is governed by the following legislation:*

The Contributory Pension Act 1970 (As amended)

Contributory Pensions and Workmen's Compensation (Reciprocal Agreement) Act 1970

Contributory Pensions (Voluntary Payments) Regulations 1968

Contributory Pensions (Exception From Liability For Contributions) Regulations 1973

Contributory Pensions (Widowers' and widows' Allowance) Regulations 1973

Contributory Pensions Validation Act 2000

The Pensions and Gratuities (War Service Act) 1947 as amended.

## **Section B: 1) Functions, powers, duties of the Authority [s5(1)b]**

### **Bermuda Government Vision Statement**

- A future-forward government for the people of Bermuda

### **DOSI Mission Statement**

- To ensure every beneficiary receives a benefit that meets their basic needs

### **General Nature of Activities**

The Department of Social Insurance is responsible for administering and developing the Government's social insurance programs in accordance with the foregoing legislation.

### **Scope of activities**

The scope of the DOSI's activities is as follows:

- Support for the Financial Secretary and the Minister of Finance in administering the overall Department
- Issue and maintain a unique Social Insurance number for every person engaged in covered employment
- Collect Social Insurance Contributions from every registered employee and employer
- Pay Social Insurance Benefits to all eligible beneficiaries
- Conduct the monitoring of compliance of employers and employees within the provisions of the Contributory Pensions Act 1970.
- Conduct the administering of benefits on behalf of the War Pension Commissioners in accordance to the Pensions & Gratuities (War Service) Act 1947

## **Section B: 2) Obligations under PATI Act [s5(1)b]**

To provide an **information statement** for the public and promulgate it [s5],

- To provide **other information** to the public so that the public needs only to have minimum resort to the use of the Act to obtain information [s6]. This includes:
  - General information, e.g. activities of the Authority
  - Log of all information requests and their outcome
  - Quarterly expenditure (upon request) [s6(5)]

- Contracts valued at \$50,000 or more.
- To **respond to information requests** in a timely manner [s12-16]
- To **track information requests**, and provide this data to the Information Commissioner
- To respond to requests from the Information Commissioner [s9]
- To **amend personal information** held by the Authority that it is wrong or misleading following a written request by the person to whom the information relates [s19]
- To conduct an **internal review** if formally requested [part 5]
- To give evidence for **review by the Information Commissioner** [part 6, 47(4)], or for **judicial review** [s49], if required
- To provide an **annual written report** to the Information Commissioner of the status of information requests [s58 (3)].
- **To do anything else as required** under the PATI Act and subsequent Regulations [s59, 60], including:
  - **Fees** for Requests for information
  - Management and maintenance of **records**
  - **Procedures** for administering the Act
- To **train staff and make arrangements** so as to facilitate compliance with the Act [s61]
- To **designate one of its officers** to be the person to whom requests are directed [s62]

### Section C: Services and Programmes [s5(1)c]

*The DOSI provides the following services and programmes to the participants of the Contributory Pension Fund:*

#### Services:

| <b>Client</b>        | <b>Service</b>                                   | <b>Cost</b> | <b>Delivery Standard</b>  |
|----------------------|--|-------------|---|
| <b>Employers:</b>    | Registration                                     | Free        | Within 3 working days of receipt                                |
|                      | Maintenance of accounts                          | Free        | Changes within 24 hours of Receipt                              |
|                      | Online account administration                    | Free        | Via web site  |
|                      | Monthly billings                                 | Free        | Prepared within the first 5 working days of the following month |
|                      | Reconciliation of accounts                       | Free        | Upon request  |
|                      | Private consultations                            | Free        | Upon request  |
| <b>Employees</b>     | Issue Social Insurance Numbers                   | Free        | Within 3 working days of Receipt                                |
|                      | Provide contribution history                     | Free        | Upon request  |
|                      | Investigate contribution violations by employers | Free        | Within 10 working days  |
|                      | Private consultations                            | Free        | Upon request  |
| <b>Beneficiaries</b> | Payment of pensions                              | Free        | On 15 <sup>th</sup> of each month                               |
|                      | Birthday card at 65 <sup>th</sup> birthday       | Free        | Within 6 weeks of 65 <sup>th</sup>                              |

with pre-retirement briefing  
Package  
Processing of benefit applications Free

birthday.  
By 15<sup>th</sup> of month following  
65<sup>th</sup> birthday (subject to  
receipt by 7<sup>th</sup> of month and  
complete documentation)  
Within 15 working days of  
receipt

Payment of war veteran medical claims Free

**Programmes:**

The DOSI provides the following programmes to the Bermudian public:

Public awareness briefings Free Upon request

**Section D: Records and documents held [s5(1)d]**

*The DOSI maintains an electronic depository of the following records and documents:*

**Employers**

- Application for Registration forms
- Account adjustment request forms
- Account billings
- Payments on account
- Employer inspection reports
- Employer correspondence

**Employees**

- Application for Registration for Social Insurance Forms
- Member account change request forms

**Beneficiaries**

- Application for Benefit forms
- Records of benefit payments
- Continuation of benefit certification
- Records of medical claims payments

**Section E: Administration (all public access) manuals [s5(1)e]**

**Section F: Decision-making documents [s5(1)f]**

How we make our decisions

### **Decisions and recommendations**

Decisions and recommendations are made in accordance with the governing legislation along with policy decisions made by both DOSI and the Ministry of Finance.

Requests for copies of the following documents may be made to the Information Officer:

- Budget Briefs
- Ministerial Statements
- Press Releases
- Audited accounts of the Contributory Pension Fund

### **Our policies and procedures**

#### **Policies and Procedures**

Requests for copies of the following documents may be made to the Information Officer:

- Collective Bargaining Agreement between the Government of Bermuda and the Bermuda Public Services Union
- Dignity at Work Policy
- Financial Instructions
- Government of Bermuda: Conditions of Employment and Code of Conduct
- Government of Bermuda: Internet and Email Policy Information Management Policy Government of Bermuda: Supplementary Summary of Terms and Conditions of Service

### **Section G: The Information officer [s5(1)g]**

*Karen J. Daniels-Ming*  
*Director*  
*Department of Social Insurance*  
*P.O. Box HM 1537*  
*Hamilton HM FX*  
*Email: [kjdaniels@gov.bm](mailto:kjdaniels@gov.bm)*  
*Tel: (441) 295-5151 extn 1888*

### **Section H: Any Other Information [s5(1)h]**

- *The DOSI is prohibited by legislation to divulge specific account information of an employer or employee to a third party.*
- *Benefits paid under the Contributory Pension Fund Act cannot be subjected to lien or assignment.*

### **Section I: Any Other Information To be Provided? [s5(1)i]**

**Section J: Information Statement: Copies and Updates [s5(2,3,4,5)]**

Every public authority shall update its information statement at least once a year, and make it available for inspection by the public at reasonable times by [s5(1-5), PATI Act]:

**Date Information Statement was updated:** *January 27, 2021*

**Locations of Information Statement:**

- [Government Administration Building, 30 Parliament Street, Hamilton](#) Y
- The Bermuda National Library; Y
- The Bermuda Archives; Y
- Available electronically, Y
- Website for public authority ([www.socialinsurance.gov.bm](http://www.socialinsurance.gov.bm)). Y
- Have you published a notice in the Gazette indicating the places where the information statement is available for the public? N
- With the Information Commissioner. Y

**Sign and Date:**



*January 27, 2021*