



March 18, 2020

Coronavirus information update

CUC recognizes that many of our customers may experience financial hardships over the next few months as we deal with restrictive measures implemented to combat the spread of the COVID-19 virus in our community. In anticipation of the payment difficulties that may affect our customers, the Company has proactively taken steps to develop a plan to minimize the impact to customers.

As stated earlier, we will be immediately discontinuing disconnections for the remainder of March 2020, and providing the options below to customers on a case-by-case basis. However, not all customers will qualify. For example, an individual whose electricity account is in the landlord's name will not qualify for these options as the debt will be the landlord's responsibility. In such instances, only the landlord may authorize such an action and make any arrangements for repayment with their tenants.

We also want to stress that the 3-month plan is for extenuating circumstances and was created especially for employees of industries whose operations have essentially halted.

We are asking customers to assist by managing their consumption. We understand this may be challenging with everyone at home. We therefore encourage customers to utilize our monitoring tools available via our website at www.cuc-cayman.com.

Please note the following:

1. Customers will be allowed a fourth payment extension on their account (CUC's current policy allows customers a maximum of three (3) within a 12 month period).
2. Qualifying customers with some form of proof of unemployment or reduced earnings from employers, will be allowed to delay payments on their electricity account for a maximum of three (3) months, or a maximum of \$900.00 (at \$300.00 per month). Amounts exceeding \$300.00 per month must be paid. Upon resumption of normal processes, these customers will then be offered extended payment plans of *up to* six months, to commence at the end of the three-month extension period, to ease the burden of repayment.

CUC is here to support the Grand Cayman community. Our contact center team members are standing by and can be reached by phone at 949-5200 and via email at service@cuc.ky to discuss what options are appropriate for each customer.

If there are delays in receiving a response, we are asking our customers to be patient as we are experiencing higher than usual call and email volumes at this time.

For further information, please contact:

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