



CUC JULY UPDATES:

DISCONNECTIONS RESUME IN JULY.

- Customers with an active and current payment plan will not be disconnected.
- Visit our website or social media pages for our disconnection schedule.
- The CUC Customer Service Team will continue to work from home for the month of July.
- We remain committed to answering your calls and e-mails in a timely manner.

As our economy reopens from the COVID-19 pandemic, we at CUC know it will take some time to adjust to the new normal. If you are struggling to pay the accumulated balance on your CUC account, please note the following:

We have a Repayment Option to Help

As the shelter-in-place restrictions are lifted and we begin to readjust to our normal operating procedures we want to help you with addressing your account balance by having a repayment option in place. To help mitigate the impact of COVID-19, we are offering extended Payment Plans to customers who qualify. Payment Plans are available for residential and commercial accounts.



What is a Payment Plan and how does it work?

Payment Plans allow you to divide your existing balance and repay in installments over a period of time. The plan can be tailored to your needs with different period terms and repayment options offered to suit everyone. The maximum Payment Plan term offered is 6 months, and you can make payments on a weekly, bi-weekly or monthly basis. You will be required to pay your agreed Payment Plan amount(s) as well as maintain your forthcoming monthly bills to keep your account in good standing.

Requesting a Payment Plan

Requesting a payment plan is easy. Visit www.cuc-cayman.com. Then take these 3 simple steps:

1. Simply click on the "Request a Payment Plan" section under the Customer Service tab on the home page
2. Fill out the information requested
3. Get a response from a CUC representative within 3 business days

Your account and Payment Plan application will be reviewed and the best repayment option will be offered to you. You will receive a Payment Plan by e-mail for your review and signature.

Additional information may be requested to support your Payment Plan application and to update your CUC account.

