

Bill paying made easy

In our ongoing efforts to enhance customer service, CUC offers the following convenient payment methods for paying your bill:

▶ **Direct Debit**

Our Direct Debit facility is your guarantee that your electricity bill will be paid automatically each month from your bank account. The debit occurs approximately three weeks from the date the bill is generated. Payments are automatically arranged between CUC and your bank. CUC pays all transaction charges, therefore this service is FREE to you. Participating banks include Butterfield Bank (Cayman) Ltd., Fidelity Bank (Cayman) Ltd., CIBC FirstCaribbean International Bank (Cayman) Ltd., Cayman National, Royal Bank of Canada and Scotiabank.

▶ **Online Bank Payments**

If you have online banking access with any of the local banks, you can pay your bills online.

▶ **Bank Payments**

Pay your bills directly at the bank counter at local banks. To complete the transaction customers must present a current bill.

▶ **Post Offices**

Payments are accepted at all post offices across Grand Cayman. Partial payments and bills indicating "Disconnection" will only be accepted at CUC's Customer Service Centres on North Sound Road and at the Caribbean Plaza.

▶ **Remote Locations**

Pay your bills at Brown's Esso "On the Run" locations in Industrial Park, George Town and in Red Bay and at JN International Money Transfer in Trinity Square, Eastern Avenue. Partial payments and bills indicating "Disconnection" will only be accepted at CUC's Customer Service Centres on North Sound Road and at the Caribbean Plaza.

▶ **By Telephone**

Dial 949-5200, press 2 to access our automated Customer Service system, press 1 and say or enter account number and follow instructions.

▶ **Mail/Drop Box**

Cheques and drafts can be mailed to P.O. Box 38, Grand Cayman KY1-1101 or customers can utilise our secure "Drop Boxes" at our Customer Service Centres on North Sound Road and at the Caribbean Plaza. Do not mail cash.



For further information on our bill payment methods, please contact our Customer Services Department at 949-5200 or via e-mail at service@cuc.ky