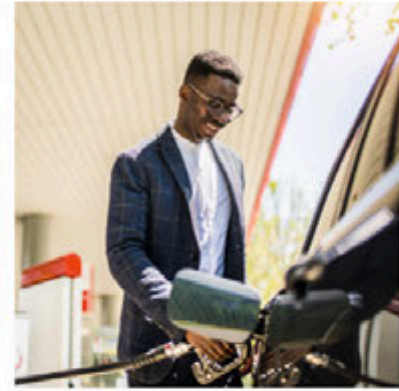
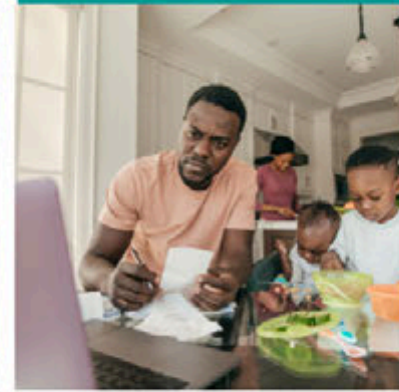
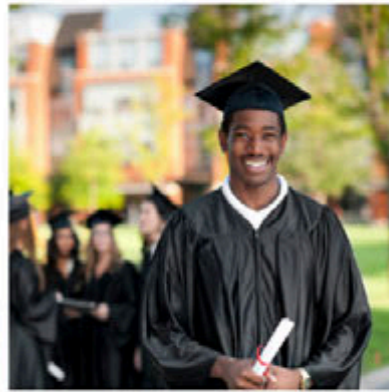
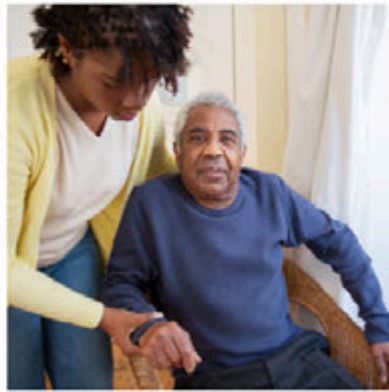


# COST OF LIVING RELIEF FUND REPORT

20  
24



PUBLISHED & PRINTED BY:

**Ministry of Finance**  
Grand Turk  
&  
Ministry of Finance Building,  
Downtown, Providenciales,  
  
Turks & Caicos Islands

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## Foreword

The “Cost of Living Relief Support” was a one-off cash grant of One Thousand Dollars (\$1000) made available by the Government of the Turks and Caicos Islands, to eligible Turks & Caicos Islands Status Holders and British Overseas Territory Citizens living in the Turks and Caicos Islands.

This “Cost of Living Relief Support Administrative Report” is an attempt to formally document the process to ensure that it can help the government going forward with similar projects. This report is provisional. Any notifications of errors and omissions, as well as suggestions for improving this report's scope, form or content, will be greatly appreciated.

## Acknowledgements

The report was prepared by the staff of the Statistics Authority and the Ministry of Finance. The Ministry adopts this medium to record its appreciation to other Units within the Ministry of Finance, Treasury and the Central Information Technology Unit, which helped with the process and made the base documents available.

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## Background

1. The Turks & Caicos Islands Government operated a Cost of Living Relief programme in the amount of \$1,000.00 to all eligible Turks and Caicos Islands Status Holders and British Overseas Territory Citizens who are residing in the Turks and Caicos Islands.
2. The overall objective of the relief was to provide economic assistance to Turks and Caicos Islands status holders and British Overseas Territory Citizens. This support was aimed at mitigating the adverse effects of economic hardships caused by rising fuel prices, which impact household incomes and domestic consumption. Additionally, the relief addressed the burden of high rental costs and the overall increase in prices across the economy, as more than 90% of consumer goods are imported. Also, the economy of the Turks and Caicos Islands is adversely affected by the high transportation costs to the island as well as the increase in the prices of goods and services imported into the country. The inflation stimulus was also designed to assist residents in easing the burden caused by unemployment, underemployment, and inflation.
3. Although the Turks and Caicos Islands have experienced economic growth as stated in local and international reports post-COVID-19 pandemic, the Turks and Caicos Islands Statistical Authority has indicated that economic recovery has not fully reached many citizens. Citizens are still hurting and struggling to pay their bills, as there are still high costs in areas such as rent, electricity bills, and basic food items. The legacy of the worst global inflation crisis in decades has penetrated hardship for the TCI people. This is coupled with the ongoing housing crisis, resulting in the citizens still struggling to meet the high rental costs across the Turks and Caicos Islands.
4. According to the Statistics Authority forecast, the average inflation rate should stabilize between 2.5 and 3.0 percent by the end of 2024. The Statistics Authority, however, warns that the inflation forecast is still susceptible to supply chain interruptions because of current international events such as the Russia-Ukraine War, the Israel-Hamas conflict, the Red Sea tensions, the present Panama Canal congestion, the US Elections, and many other factors.
5. It should be further noted that reference is drawn from the last Country Poverty Assessment that was done in 2012. In the report, TCI Status holders made up roughly forty per cent (40%) of the population, of which thirty-five per cent (35%) was classified as poor. Fast forward to the last few years of the pandemic, with the fallout of the TCI economy, the increase in the TCI Status Holder population and the departure of temporary workers in the TCI, it is projected that the percentage of TCI status holders (classified as poor) has increased substantially.

6. To be eligible for the stimulus grant, applicants should meet the following criteria:

- (i) Applicants should have Turks and Caicos Islands Status or a British Overseas Territory Citizen, as verified by supporting documentation;
- (ii) Applicants should be 18 years of age and over; and;
- (iii) Applicants should be living in the Turks and Caicos Islands;
- (iv) Applicant must be currently residing in the islands.

### **Portal**

7. The Turks and Caicos Islands Government started accepting applications from eligible residents who could either be classified as citizens or BOTC, on 12th November, 2024 at 12 AM. The portal was closed on the 22nd of November, 2024. Applicants who submitted applications by the deadline were given the opportunity to upload any and all outstanding documentation until the 13th of December 2024.

### **Appeals**

The portal for receiving applications was closed on the 22nd of November 2024. All outstanding documents were to be submitted by Friday 13th December at 11.59 P.M. This information was communicated to applicants via a press statement released by the government press office. Also, declined applicants who wanted to appeal the decision were given until December 13th 2024, to lodge their appeals via the link provided in the declined email from [noreply@gov.tc](mailto:noreply@gov.tc).

## **Reasons for declining applicants for the stimulus package:**

- 595 or 3.8 percent of the applications were declined. The main reasons for declining applicants were:
- The Applicant did not meet the age criteria
- Applicant did not have all the supporting documents before the deadline which was extended.
- Applicant could not show proof of residing in TCI during the time requested by the policy and could not show proof of residency.
- Applicants was on work-permit or residence permit and did not meet the criteria.
- Applicant was unable to provide proof of status

## **Cost of Living Relief Support Approval Process**

The information below details the approval process for the cost of living relief support. The approval process was a two-tiered approach with tier 1 approving at level 1 and the computer randomly assigning the application to the approver in Tier 2. There were 5 reviewers at tier 1 and 2 reviewers at tier 2. Each Reviewer was issued login details for the Cost of living relief support database. Once the Reviewer used the credentials given to login they were given one applicant to deal with at a time. The database provided applicants randomly and the Reviewer had to act on the applicant provided in order to move on to a new applicant. The process is outlined below:

1. Review the application of the applicant. Ensure that an eligible date of birth is listed, check to see if there was an automatic status card match. Check to see if voter's registration number or NIB number match or a certified bill was attached.
2. Review all supporting documents and ensure that the required documents were attached to the application. Double check the name and date of birth on the applications with the name and date of birth on the required documents. The Reviewer also had to ensure that all required documents were valid. Applicants with expired documents were asked to provide valid documents.
3. If the required documents were checked and good to go, the application was then approved by the Reviewer and sent for an additional review and final approval at the second level. If at Tier 2, the reviewer was not satisfied, it would be sent back requesting the Tier 1 reviewer to seek further information or declined.
4. If further documentation was needed, the Reviewer requested the documents via email from the applicant. Once the Reviewers received the additional documentation and it was checked out, the Reviewer could approve the application and send it to the second level.
5. If the information provided by the applicant clearly shows that they are ineligible for the Cost of living relief support Stimulus the applicant was denied. Examples of this included persons that are not TCI citizens or BOTC (work permit holders, PRC holders and Resident permit holders) this was determined based on the documentation provided. Persons that were denied also included applicants that did not reach the required age of 18 on or before the application deadline.

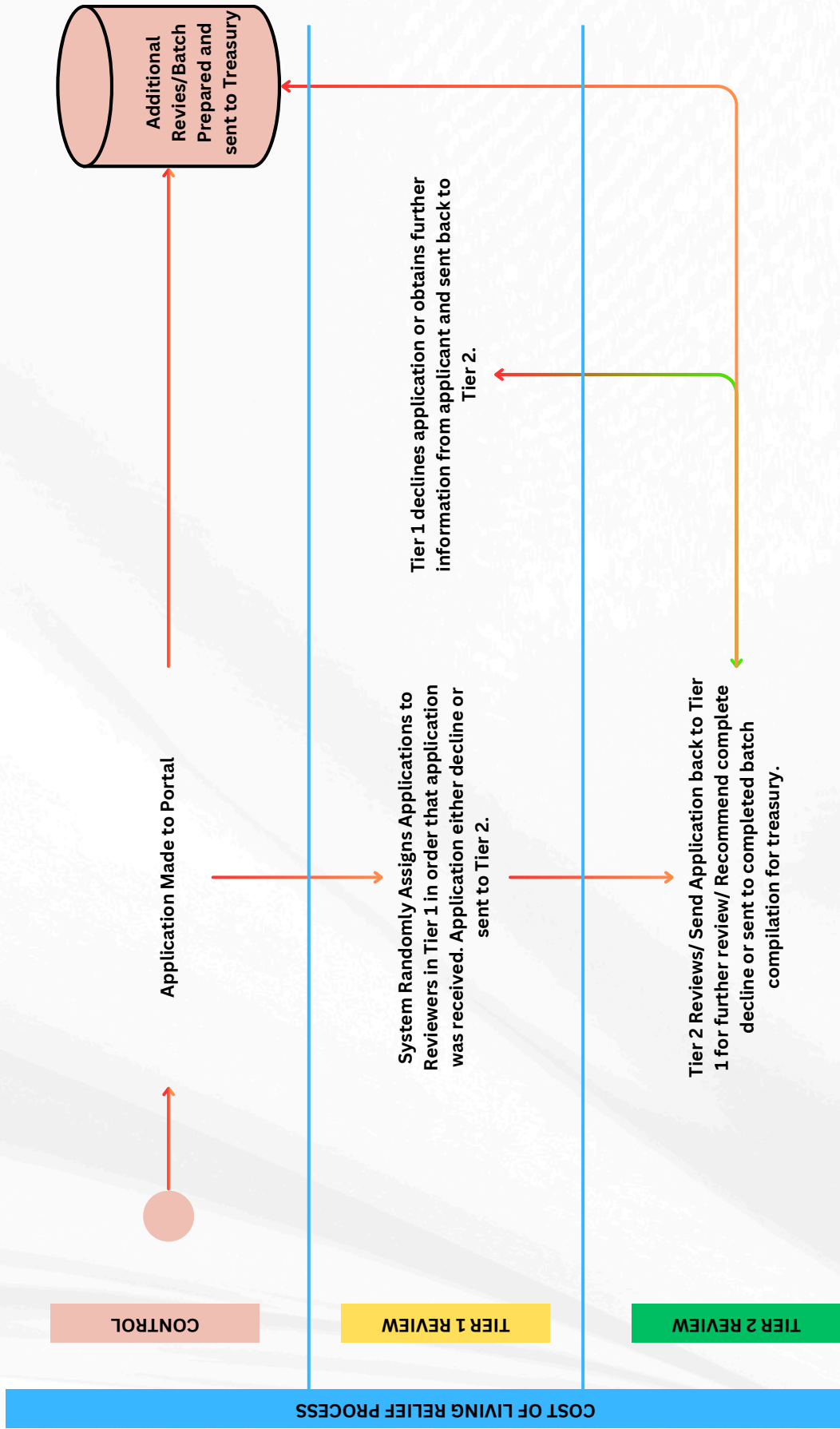
**Key factors to note are:**

1. A decision had to be made on an application in order for a Reviewer to have access to another randomly assigned application.
2. The approval of the reviewer was not final as the Managers at the second level would also review the application that was approved by the Reviewer at level 1. The manager can then approve the application or deny it. If the application is denied by the Manager the Reviewer will receive it as the next application to work on. The Manager had the option of leaving a comment as to why the application was denied at the second level which can result in the Reviewer requesting additional documents from the applicant.
3. The applicant will only receive an “approval” email if both the Reviewer and the Manager approve the application.

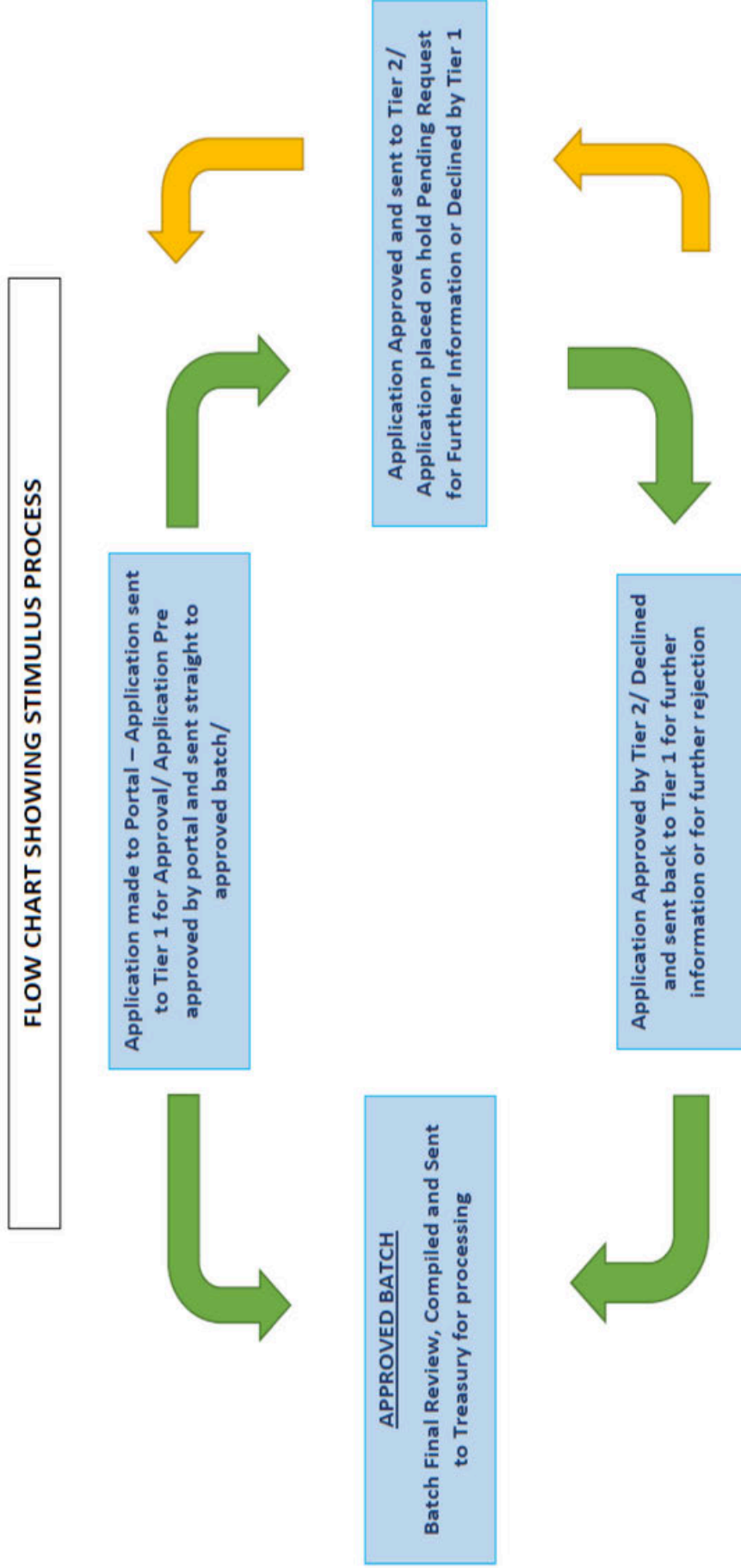
Figure 1 and 2 outlines the process.

**Figure 1. Flow Chart Showing Stimulus Process**

**FLOW CHART SHOWING STIMULUS PROCESS**



**Figure 2**



## **The Main Risk with the Cost of Living Adjustment Implementation**

There were foreseeable risks associated with administering the program due to potential misrepresentations of beneficiaries, omission or commission errors, etc.

The main risks associated with the TCI Cost of Living Adjustment were:

- Turks and Caicos Islanders who are not living in the country trying to benefit from the COLR. These included persons who left the TCI with no intentions of returning to the TCI to live and persons who have left TCI for a number of years.
- Persons who are on PRC, Residence permit, Work permit etc. providing fraudulent documents which could result them being granted the COLR.
- Individuals not having the required documentation but still managing to benefit from the COLR.
- The risk exists whereby persons could receive duplicate payments. This could occur if persons made duplicate applications with different islands of residence. E.g. John Handfield applied with his island of residence stated as Grand Turk. A relative made an application for John Handfield with his island of residence stated as North Caicos.
- Persons producing fake documents and benefitting from the COLR more than once.

## **Measures taken to protect against these risks.**

To minimize the risks outlined there was continuous and stringent monitoring of the programme which was also necessary to ensure equitable distribution. Verification was done using a tiered approach. Additionally, the following measures below were taken to help to protect against potential risks.

- All applicants who were approved had to present themselves in person at the required location, with required documentation, which included the approval number and a form of identification, to collect their stimulus. No individual was allowed to collect the cheque of another individual.
- In cases where the applicant mistakenly used his/her island of birth as the living address, applicants were allowed to write to the TCI cost of living relief email and request that the cheque be sent to the treasury on the island in which they reside. Once the request was made, the cheque was sent and the applicant was allowed to collect the cheque at the designated treasury.
- In cases where persons were bedridden or were unable to collect their cheques for health reasons, a request was sent to the TCI citizen relief email address [tciassistance@gov.tc](mailto:tciassistance@gov.tc) along with the applicant's ID and arrangements were made to deliver the cheques to the homes of these individuals, once verification of the individual was made. In cases of home deliveries two persons were present to verify before the cheque was paid.
- In the case where the approvers were unsure about the residency status of applicants, a request was made for applicants to provide proof of residency, this took the form of submission of a certified bill, an affidavit form filled out by the Justice of the Peace or other acceptable evidence was allowed.

- In cases where the documents submitted raised a cause for concern, further evidence was requested. If this was not sufficient the reviewers would double check with immigration officials to determine the validity of the documents.
- Use was made of the NIB database.
- Use was made of the status card database from the Immigration Department.
- Also, use was made of the voter's registration database.
  - To minimize the risk of duplicate there were different levels of checks.
  - The first set of checks were done by the computer system that identified duplicate
  - The second set of verification was at the approval level and in preparation of the file for the Treasury
  - The third set of verification is at the batching level when preparing the cheques to be printed.
  - A final set of verification is done on the file at the second level.
- In cases where persons did not have all the required documentation, emails were sent requesting the additional documentation. Follow-up phone calls were also made. In each case this was done before a decision was made to approve or deny the application. Applicants were given enough time to submit the required documents.
- To facilitate the smooth disbursement of the cheques:
  - Notices were sent out stating the disbursement time and the time when persons could collect their cheques with the stimulus application number.
- There was an appeal process throughout the stimulus program as there were persons monitoring emails and answering queries.
- The fact that a significant number of cheques which were approved was not collected by applicants is an indication that the system set up though not "full-proof" played a role in risks minimization. To date there were no official reports made to the Cost of living relief support about fraudulent activities or duplicate payments for the Citizen Relief stimulus package.

### **The Cost of Living Relief Cheque Distribution Process**

The information below provides a brief summary of the cheque distribution process.

Information for the approved applicants were sent to the Office of the Accountant General in batches. The list of names were reviewed and further checks were made for duplicates. If discrepancies were found the Treasury would consult with the processors. Cheques were printed by the Office of the Accountant General in batches and were sorted according to the various islands of residence. Once this was done a Press Release was issued informing the General Public that cheques were ready for collection. The information in the Press Release included the following:

- Location of distribution points for each island.
- Date and time of distribution.
- Requirements for distribution of cheques.
- List of reference numbers of cheques that were ready for collection.

## Requirements for Collection of Stimulus Checks:

- Each approved applicant had to collect his/her cheque in person.
- For elderly or physical challenge applicant's cheque were delivered to their residence.
- Applicant had to provide a valid ID.
- Applicant had to provide his/her reference number.

## Distribution Points

- Persons were allowed to enter each distribution point in batches at a time.
- Persons were asked to form a "que". This presented significant challenges. However, the treasury increased the number of staffs working and eventually the process went much smoother.
- The applicant had to provide their ID and reference number to a distribution officer who then checked to ensure that the information matched the information in the database held by the Office of the Accountant General.
- Once the information provided by the applicant was verified they were then allowed to move on to another distribution officer that located their cheque and allowed them to provide a signature upon collection.
- On all islands the Treasury was used as distribution Centers. Persons who made the mistake of putting their place of birth on the application form for their island instead of their current place of residence had to write to the stimulus relief email requesting that the cheque be sent to the island which they currently live.
- The press releases in the appendix provides further evidences of the distribution process.

For Person who are disabled or confined to their home (in Turks & Caicos Islands) to have the Treasury deliver the cheque to the applicants' home via the cheque batching process set out below:

1. The recipient made a formal request for the delivery of the cheque to [tciassistance@gov.tc](mailto:tciassistance@gov.tc). The request included a copy of the approved applicant ID, application number, phone number and address for the cheque to be delivered.
2. The ID was then passed to senior personnel from the Treasury who verified verify that the recipient was indeed the person approved for payment and sign on the electronic pad for issuance of the cheque.
3. The cheque was then given to the recipient who signed on the batch next to their name as evidence of collection.

## **Amendment to the Policy**

There was one amendment to the policy which helped in ensuring that no TCI Status Holder or BOTC citizen was disadvantaged. This amendment allowed the Ministry of Finance to further review the declined applications. Hence:

- Applicants were allowed a period of time to submit all outstanding documentation.
- The MOF processing team would be allowed to recommence the vetting process for declined applications.

A paper was sent to cabinet advising HE the Governor:

(i) to allow the portal to be reopened so that the applications awaiting appeal can be further reviewed for a decision to approve or decline the application to be made.

(ii) to allow all applications that were declined to be sent back to Tier 1 for further review and to give these applicants an additional 2 weeks to provide the outstanding documents.

The decision taken by cabinet can be seen in the cabinet action minute in appendix 1.

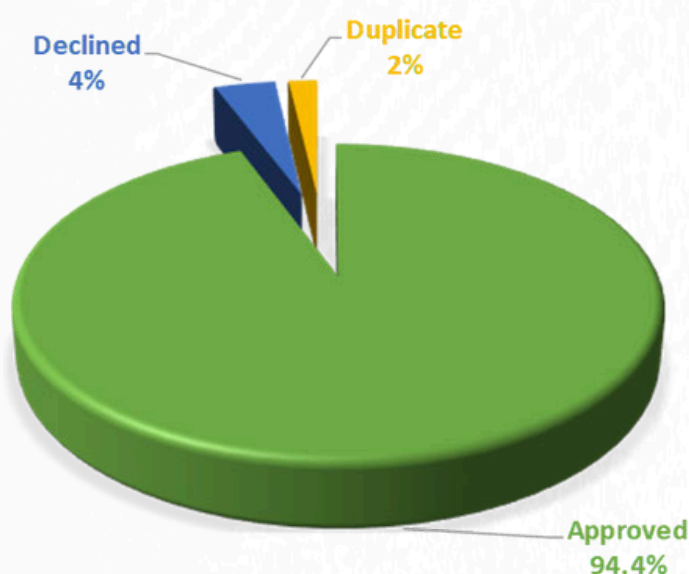
## **REPORT OF FRAUDELENT ACTIVITIES**

To date there were no official reports of fraudulent activities.

## FINAL STATUS OF APPLICATIONS

Table 1 and Chart 1 show the final status of the applications received for the cost of living support. As of the final closure of the portal to receiving applications, a total of 14,733 applications were submitted via the stimulus portal. Of this amount, 10,377 or 70.4 percent were status-holders, and 4,356 or 29.6 percent were British Overseas Territories Citizens of the TCI. After final verification, the data from the portal shows that of the 15,615 applications, 14,733 or 94.4 per cent, were approved; 287 or 1.8 per cent, were flagged as duplicate submissions; 595 or 3.8 per cent of the applications were declined.

**Chart 1: Final Status of Applications.**



**Table 1. Approved Applicants by Status and Gender.**

Status Held	Applicant Gender		Total	Percentage Breakdown
	Male	Female		
Status Holder	4,935	5,442	10,377	70.4
BOTC	2,263	2,093	4,356	29.6
<b>Total</b>	<b>7,198</b>	<b>7,535</b>	<b>14,733</b>	<b>100.0</b>

**Table 2. Breakdown of Status of Applicants.**

Final Status	Total	Percentage Breakdown
Approved	14,733	94.4
Duplicate	287	1.8
Declined	595	3.8
<b>Total</b>	<b>15,615</b>	<b>100.0</b>

### **APPROVED COST OF LIVING RELIEF CASH GRANT BREAKDOWN**

All of the 14,733 applications approved were sent to the treasury for payment.

These were sent in seven batches.

- The first batch contained 5,018 applicants totaling \$5,018,000,
- The second batch 5,155 applicants totaling \$5,155,000,
- The third batch contained 3,547 applications totaling \$3,547,000 and
- The fourth batch had 894 recipients totaling \$894,000.
- The fifth batch 89 applicants totaling \$89,000,
- The sixth batch contained 26 applications totaling \$26,000 and
- The seventh batch had 4 recipients totaling \$4,000.
- The overall total approved for payment was 14,733 recipients and \$14,733,000.

This means that approximately 98 percent of the original budget of 15 million dollars allocated to the cost of living relief support was spent.

**Table 3. Breakdown of Approved Applicant by Batch Number.**

<b>Batch Number</b>	<b>Frequency</b>	<b>Percentage (%)</b>
<b>1</b>	<b>5,018</b>	<b>34.1</b>
<b>2</b>	<b>5,155</b>	<b>35.0</b>
<b>3</b>	<b>3,547</b>	<b>24.1</b>
<b>4</b>	<b>894</b>	<b>6.1</b>
<b>5</b>	<b>89</b>	<b>0.6</b>
<b>6</b>	<b>26</b>	<b>0.2</b>
<b>Additional Batch</b>	<b>4</b>	
<b>Total</b>	<b>14,7333</b>	<b>100.0</b>

### **OVERALL SUMMARY**

227 Applications were identified by the system as duplicates. However, a further 60 applicants managed to get approval status as represented by duplicate B in table 3. Further checks revealed that these were duplicates. This brought the total for duplicates to 287.

## **COST OF LIVING SUPPORT PAYMENT OVERALL SUMMARY**

The cost of living relief support had a significant impact on the economy and brought short-term relief to a number of small businesses and Individuals. Hence, as with previous injection, this program helped in restoring some dignity to a hurting economy and a hurting people.

The response by applicants for the TCI cost of living relief support showed that out of the 14,733 approved applicants, 62.6 percent indicated that the grant will be used to help with living expenses. This included activities such as buying groceries, maintenance to the home, etc. 12.1 percent of the persons applying and receiving approval for the relief support indicated that it will be used to help with paying child care costs. 9.4 percent indicated that it will be used to help with paying utilities. 6.7 percent indicated that the relief support will be used to help with homeowner expenses. 4.2 percent indicated that the relief support will be used to help with educational expenses. 4.1 percent indicated that the relief support will be used for mortgage/ rental payment. Approximately 1 percent indicated that the relief support will be used for other reasons. These reasons included:

### Personal Expenses

Medical expenses

Donating to families in need

Donate to charity

Insurance payment

Debt Payment Combination of Bills

Savings

Investment

### Other Living Expenses

Assistance to Family

Vehicle Expenses

Loan Payment

A similar pattern can be seen when examining applicants proposed cost of living relief use by gender as seen in the table. The most significant variation between males and females cost of living relief use can be seen in payment of utilities. Whereas 13.3 percent of males indicated that the grant will be used for payment of utilities, 11.0 percent of females indicated that they would be using the cost of living relief for payment of utilities. On the other hand, 63.5 percent of males indicated that the cost of living support will be used to help with living expenses

**Figure 3**

## **TCI COST OF LIVING RELIEF USE**

<b>Living Expenses</b>	<b>62.6 %</b>
<b>Child Care Costs</b>	<b>12.1 %</b>
<b>Payment of Utilities</b>	<b>9.4 %</b>
<b>Homeowner Expenses</b>	<b>6.7 %</b>
<b>Educational Expenses</b>	<b>4.2 %</b>
<b>Mortgage/ Rental Payment</b>	<b>4.1 %</b>
<b>Other Reasons</b>	<b>0.9 %</b>

**Table 4. Percentage Breakdown of Use of Funding by Age Group.**

	Age Group							Total
	20 or less	21 - 30	31 - 40	41 - 50	51 - 60	61 - 70	71 and above	
Child Care Costs	1.9	28.4	37.9	20.5	9.3	1.5	0.4	100
Educational Expenses	35.3	34.2	9.6	10.2	7.9	2.4	0.3	100
Mortgage/Rental Payment	2.8	24.6	24.9	21.9	17.2	6.6	2	100
Upkeep of Household	4.8	19	18.4	18.4	19.5	12.6	7.2	100
Payments of Utilities	3.3	17.5	18.6	20.8	22.4	12.2	5.1	100
Homeowner Expenses	0.6	4.5	14.7	23.8	28.5	18.8	9.1	100
Other Reasons	6.8	12.9	12.1	17.4	28	13.6	9.1	100
<b>Total</b>	<b>5.3</b>	<b>19.6</b>	<b>19.9</b>	<b>19</b>	<b>19</b>	<b>11.3</b>	<b>6</b>	<b>100</b>

**Table 5. Breakdown of Approved Applicants by Age Group**

Age Group	Frequency	Percent
20 or less	777	5.3
21 - 30	2883	19.6
31 - 40	2931	19.9
41 - 50	2804	19.0
51 - 60	2796	19.0
61 - 70	1663	11.3
71 and above	879	6.0
<b>Total</b>	<b>14,733</b>	<b>100</b>

## **ANALYSIS OF STIMULUS DISTRIBUTION BY ISLAND**

The data indicates a markedly uneven distribution of Cost-of-Living Relief recipients across the islands, predominantly mirroring population density and economic activity. Providenciales received the largest share (77.5%), which aligns with its status as the most populated and economically active island. Grand Turk accounted for the second-highest number of recipients (14.8%), likely due to being the second most populated island. North Caicos (4.1%) and South Caicos (3.0%) had lower but noteworthy shares, indicating smaller yet significant populations in need of assistance.

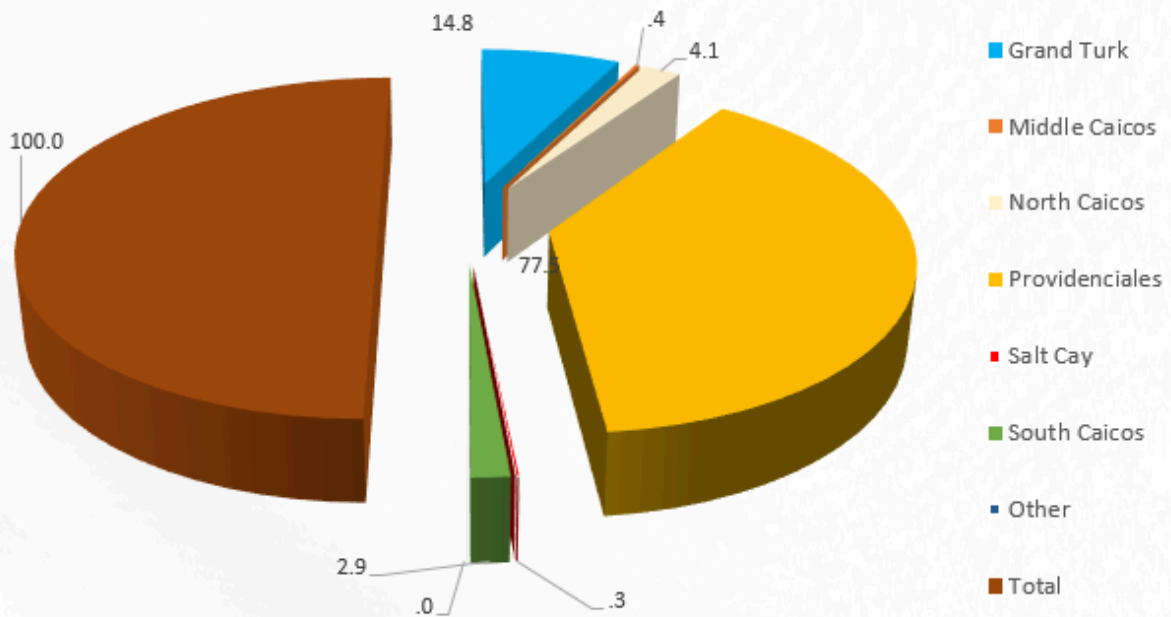
Conversely, Middle Caicos (0.4%) and Salt Cay (0.3%) received very few COLR allocations, reflecting their small populations and lower economic activity. The “Other” category (0.03%) suggests minimal distribution beyond the main islands. Overall, the data underscores that COLR support was concentrated in the most densely populated and economically active areas, with smaller, less populated islands receiving proportionately fewer allocations.

The overall approval rate for applications was 94.4%, indicating that most applicants successfully received COLR funds. Middle Caicos (98.4%), North Caicos & Parrot Cay (97.1%), and South Caicos & Ambergris Cay (96.0%) had the highest approval rates. Despite receiving the most funds, Providenciales had a slightly lower approval rate (93.9%), possibly due to higher application volumes. Salt Cay had the lowest approval rate (80.9%), suggesting a higher percentage of rejected applications, likely due to documentation issues or ineligibility. Overall, the high approval rate across the islands suggests an efficient COLR distribution process, ensuring that financial assistance reaches the majority of those in need.

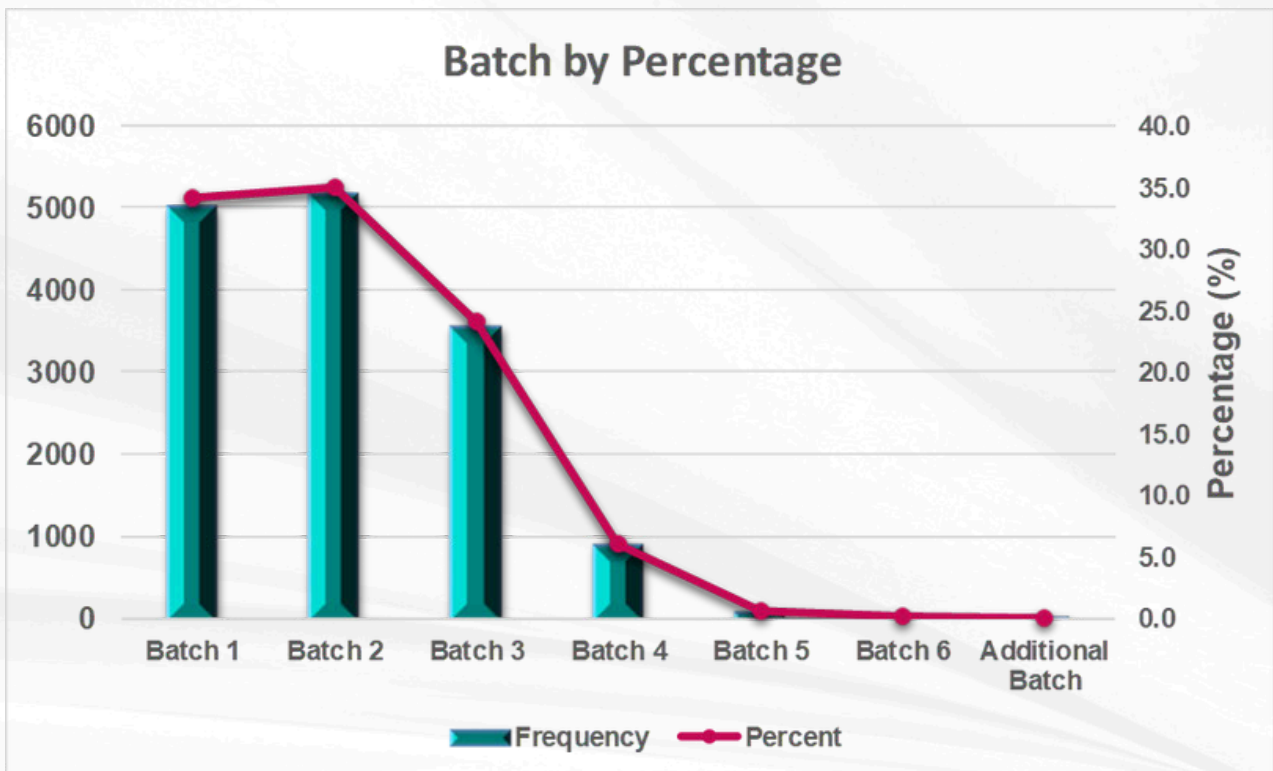
**Table 6: Breakdown of COLR by Island.**

<b>Island</b>	<b>Number Applied</b>	<b>Number Approved</b>	<b>Percent Approved</b>	<b>Percentage of Total Approved</b>
<b>Grand Turk</b>	2273	2185	96.1	14.8
<b>Middle Caicos</b>	63	62	98.4	0.4
<b>North Caicos &amp; Parrot Cay</b>	620	602	97.1	4.1
<b>Providenciales</b>	12158	11411	93.9	77.5
<b>Salt Cay</b>	47	38	80.9	0.3
<b>South Caicos &amp; Ambergris Cay</b>	453	435	96.0	3.0
<b>Total</b>	<b>15614</b>	<b>14733</b>	<b>94.4</b>	<b>100.0</b>

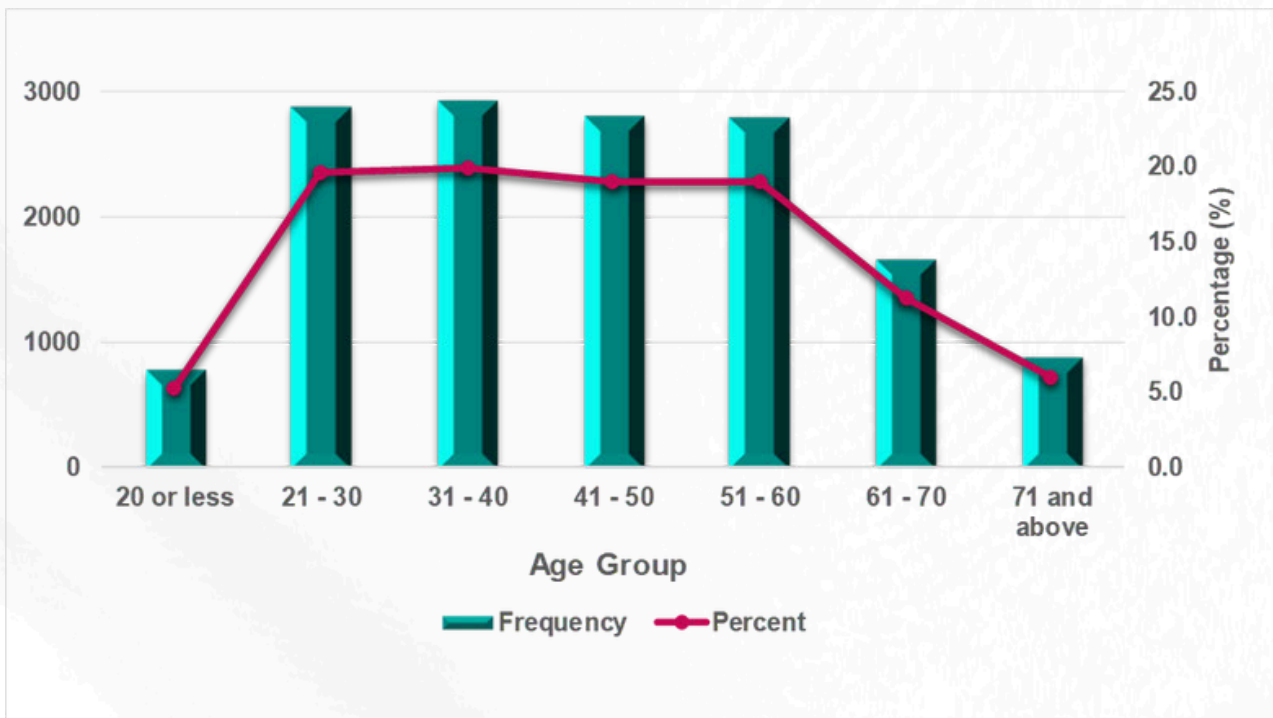
**Chart 2. Breakdown of COLR by Island**



**Chart 3. Percentage Breakdown of Approved Applicant by Batch Number.**



**Chart 4. Percentage Breakdown of Approved Applicant by Age Group.**

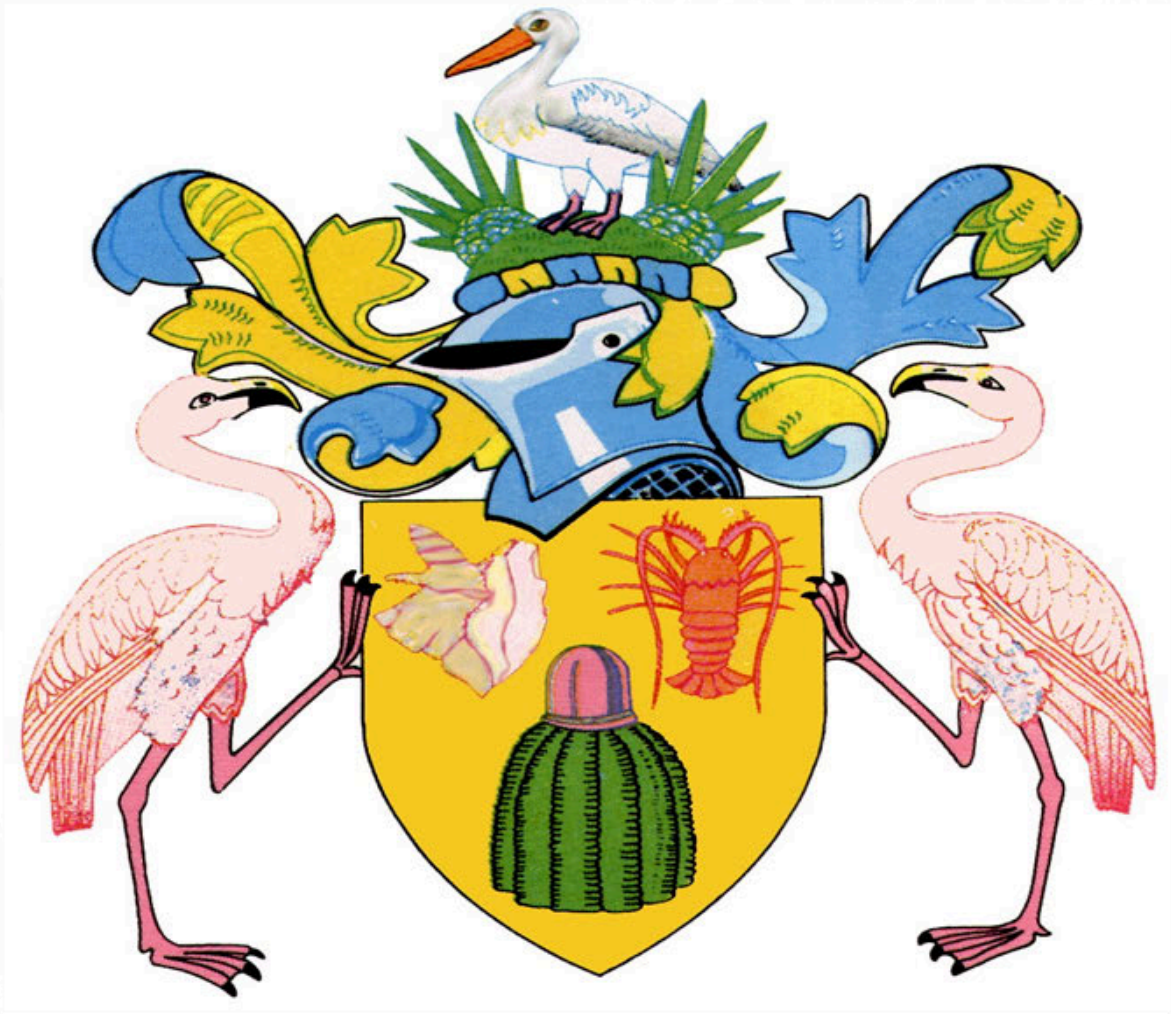


**Table 7. Breakdown of COLR Use by Gender.**

COLR Use	Gender		Total
	Male	Female	
Child Care Cost	569	823	1,392
Educational Expenses	262	355	617
Mortgage/Rental Payment	307	299	606
Upkeep of Household	4568	4652	9220
Payment of Utilities	954	828	1782
Homeowner Expenses	473	511	984
Other Reasons	65	67	132
<b>Total</b>	<b>7,198</b>	<b>7,535</b>	<b>14,733</b>

# APPENDIX





## **CITIZEN INFLATION ADJUSTMENT STIMULUS POLICY**

**Prepared by: Ministry of Finance Investment and  
Trade**

Policy No: \_\_

Proposed Effective Date:

November 2024

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## BACKGROUND

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The Turks and Caicos Islands Government Policymakers are proposing a Cost of Living Relief in the amount of \$1,000.00 to all eligible Turks and Caicos Islands Status Holders and British Overseas Territory Citizens who are residing in the Turks and Caicos Islands.

The overall aim of the relief is to provide economic assistance to Turks and Caicos Islands Status Holders and British Overseas Territory Citizens who reside in the island who continue to experience adverse effects as a result of the economic hardships caused by the increase in fuel prices which affects household incomes and the level of domestic consumption, high rental prices and the overall prices in the economy as over 90% of consumer goods are imported. Also, the economy of the Turks and Caicos Islands is adversely affected by the high transportation costs to the island as well as the increase in the prices of goods and services imported into the country.

Consumers' cost of living is contingent on the prices of many goods and services and the share of each in their household budget. To measure the average consumer's cost of living, government agencies conduct household surveys to identify a basket of commonly purchased items and track them over time to determine the cost of purchasing this basket. The cost of this basket at a given time expressed relative to a base year is the consumer price index (CPI), and the percentage change in the CPI over a certain period is consumer price inflation, the most widely used measure of inflation.

The Organization for Economic Cooperation and Development (OECD) estimated that the inflation rate in thirty-eight (38) member states (of which TCI is a signatory) would have fallen to 5.4% in July 2024, despite rising in about half of the other OECD countries. Additionally, according to our Observatory of Public Policies for Agrifood Systems tool, since the pandemic, food inflation has reached 28% annually on a global average when compared to a general inflation of 19% annually.

Although the Turks and Caicos Islands have experienced economic growth as stated in local and international reports post-COVID-19 pandemic, the Turks and Caicos Islands Statistical Authority has indicated that economic recovery has not fully reached many citizens. Citizens are still hurting and struggling to pay their bills, as there are still high costs in areas such as rent, electricity bills, and basic food items. The legacy of the worst global inflation crisis in decades has penetrated hardship for the TCI people. This is coupled with the ongoing housing crisis, resulting in the citizens still struggling to meet the high rental costs across the Turks and Caicos Islands.

According to the Statistics Authority forecast, the average inflation rate should stabilize between 2.5 and 3.0 percent by the end of 2024. The Statistics Authority, however, warns that the inflation forecast is still susceptible to supply chain interruptions because of current international events such as the Russia-Ukraine War, the Israel-Hamas conflict,

the Red Sea tensions, the present Panama Canal congestion, the US Elections, and many other factors.

It should be further noted that, reference is drawn from the last Country Poverty Assessment that was done in 2012. In the report TCI Status holders made up roughly forty per cent (40%) of the population, of which thirty-five per cent (35%) was classified as poor. Fast forward to the last few years of the pandemic, with the fallout of the TCI economy, the increase in TCI Status Holder population and the departure of temporary workers in the TCI, it is projected that the percentage of TCI status holders (classified as poor) has increased substantially.

It is estimated that there is a total of seventeen thousand (17,000) residents within the Turks and Caicos Islands that holds either a Turks and Caicos Islands Status or British Overseas Territory Citizenship (BOTC). Based on the previously offered Citizen Stimulus roughly fifteen thousand (15,000) of the residents are eighteen (18) years and over. On this premise the Ministry of Finance anticipates roughly fifteen thousand (15,000) persons would qualify for this Cost of Living Relief.

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## TARGETS & CONDITIONS

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### ***Who will benefit?***

The Cost of Living Relief will be available to all eligible applicants – i.e. those who are Turks and Caicos Islands Status Holders and British Overseas Territory Citizens who have submitted an application via the online portal by 22nd November 2024.

### **Payment and Collection Mechanism**

Payouts will be done in the following three (3) phases:

- Applicants approved by 29th November 2024 will be paid on 4th December 2024;
- Applicants approved by 6th December 2024 will be paid on 11th December 2024;
- Applicants approved by 13th December 2024 will be paid on 18th December 2024.

Approved applications will be paid no later than 20th December 2024 by cheque collection from the Turks and Caicos Islands Government Treasury. It should be noted that only the applicant may collect their cheque. Additionally, cheques will not be deposited to the applicant's bank account. Applicant's reference number and a form of identification should be presented on the day of collection. Cheques will be valid for six (6) months post the printed date. All uncollected cheques will be voided and cancelled on 20th June 2025. (Lost cheques or stale dated cheques will not be reissued).

## ***Special Cases***

For recipients who are disabled or confined to their home (in Turks and Caicos Islands), the Treasury will provide a cheque delivery service to applicants' homes.

To utilize this facility, approved applicants or his or her representative will be asked to make a written request, for the delivery of the cheque, to the designated email address.

The request made should include the following:

- a copy of the approved applicant's Government Issued ID (valid passport, Status Card, NIB/NHIP Card). If passport is expired, the expiration date could be no later than 1st November 2023
- application number
- phone number and
- address for the cheque to be delivered.

\*\*\*\*\*It is intended that this incentive will be closed off and include the addressing of appeals by applicants on or before 20th December 2024.

## ***Intended Use***

The Cost of Living Relief will be intended to be used for the following purposes:

- Child care
  - The assistance with provide relief for payments in relation to private school fees or provision of child care for infants and toddlers.
- Education
  - The assistance with providing relief for payments in relation to private school fees or provision of school materials such as uniforms, computer devices, books or payment of internet fees for online learning.
- Rental expenses
  - The assistance will provide relief for homeowners who require assistance with rental payments.
- Utility expenses
  - The assistance will provide relief for homeowners who require assistance with utility bills
- Homeowner expenses
  - The assistance will provide relief for homeowners who require assistance with loan payments and utilities.
- Living expenses
  - The assistance will provide relief for loan repayments, transportation expenses and groceries.

## Conditions

Provided that the following conditions are satisfied:

1. Cost of Living Relief cannot be awarded to applicants unless they have met all the eligibility requirements.
2. Application for the Cost of Living Relief must be submitted no later than 22nd November 2024.
3. Application for the Cost of Living Relief must be submitted through the Turks and Caicos Islands Government Authorized portal.

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## ELIGIBILITY

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### Eligibility

The Cost of Living Relief is available to applicants subject to the following criteria:

1. Submission of a completed form on the Portal
2. Proof of documentation of Turks and Caicos Islands Status Holder or British Overseas Territory Citizenship.

Proof of TCI Status may include the following:

Category	Documents Required
TCI Status;	Turks & Caicos Islander Status Card; OR
TCI Status	Copy of applicant's TCI birth certificate, along with a copy one or both parents' TCI status Card; OR
TCI Status;	Copy of applicant's TCI birth certificate, along with a copy of one or both parents' birth certificate; OR
TCI Status	copy of applicant's TCI birth certificate along with Islander Status Card/Island Status Certificate of one or both of his/her parents
a BOTC;	Copy of BOTC passport (if passport is expired the expiration date could be no later than 1st November 2023; OR
a BOTC;	Copy of BOTC certificate;

3. Applicants who are not incarcerated and serving a prison sentence.
4. Applicant is 18 years of age and over
5. Proof of applicant is living in the Turks and Caicos Islands. (Proof of evidence would include an active NIB number, TCI voter's registration number, the prescribed affidavit signed by an authorized Turks and Caicos Islands Justice of Peace or copy of a utility bill displaying the applicant's name which was issued in the TCI during the last 3 months.)

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## **APPLICATION PROCEDURES & PROCESS**

### ***Application Procedure***

To be considered for the Cost of Living Relief, the applicant must submit a completed form on the Portal, along with the following supporting documents:

- i Documentation proving Turks and Caicos Islander Status or British Overseas Territory Citizenship.
- ii Proof of applicant is living in the Turks and Caicos Islands. (Proof of evidence would include an active NIB number, TCI voter's registration number, the prescribed affidavit signed by an authorized Turks and Caicos Islands Justice of Peace/Notary or copy of a utility bill displaying the applicant's name which was issued in the TCI during the last 6 months.)

All Application forms must to be submitted on the Turks and Caicos Islands Government Website at [www.gov.tc](http://www.gov.tc).

Applications will need to be received by a Turks and Caicos Islands Government Ministry by 22nd November 2024, unless otherwise directed by the Accounting Officer of the Ministry or Department.

Incomplete applications will not be processed; and duplicate applications will be declined/denied. Persons who are incarcerated and serving a prison sentence are not eligible to apply. Applicants will be notified of the outcome of their applications as soon as possible following the submission of their application. Successful applicants will receive an approval notification via email.

### ***Application Processing***

Applicants must submit an application through the online Portal with the required data, and in the prescribed form. On successful submission, each applicant will be given a unique identifier.

Once all information is received, a designated Officer will conduct due diligence on the application, and the official approval will be given by the designated Ministry. Within one (1) week of an application being successfully submitted via the online portal, the applicant will be notified in writing as to the status of their application. Any further information/documentation that is requested from the applicant must be submitted no later than 13th December 2024. Failure to adhere to this date may result in the application being declined.

An approved applicant list will be published on the Turks & Caicos Islands Government website at the end of the stimulus period.

Estimated time for completion of this Cost of Living Relief process is three weeks.

#### Communication Strategy

***The Ministry of Finance will be employing a communication firm/consultant to assist with the dissemination/promoting of the information surrounding the Cost of Living Relief. Also the relevant information will be placed on TCIG's website and social media outlets.***

#### ***Appeals Process***

Applicants who receive a notification that their application has been declined, will be able to submit through the online Portal their appeal, which must be done within seven (7) days. The ability to appeal will lapse after the stated period.

Applicants can appeal on the following grounds:

- 1) Error made in the spelling of the applicant's name, which results in it not being found on Voters List or in the NIB Data base. The applicant will need to provide their voters registration number or certified copy of their NIB contribution paid within the last 12 months.
- 2) Problems with the provided identification. Applicants must submit a clear copy of their identification, which must be certified by a Notary or Justice of the Peace. Applicants must provide the name of the Notary or Justice of the Peace who verified the validity of the documentation submitted.

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## PORTAL

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The following steps will be deployed on the online Portal.

Applicants will be required to access the portal through an internet browser and enter their contact details, specifically a valid email address, in order to proceed with the process.

### **Step 1**

Once on the online portal Home Page, the applicant will be asked to enter their email address, which a one-time password which will be sent to for security and verification purposes. The applicant will also need to agree to the Privacy Policy and Terms and Conditions of the online portal and this Cost of Living Relief program to be able to access the relief data entry forms.

### **Step 2**

The applicant will be required to click on the link/URLI provided, which will take them to the Portal where they will be required to enter the Passcode.

### **Step 3**

Name (First, Middle and Surname)

Type of Status held – (Turks & Caicos Islands Status Holder or British Overseas Territory Citizenship)

Applicant's Turks & Caicos Islands Status Card Number or BOTC passport number

Applicant's Turks & Caicos Islands voter's registration number\*

Applicant's National Insurance number

Applicant's Sex (Male/Female)

Address (Current Address)

Island (Current Address)

Telephone #:

Email:

Intended use of the Cost of Living Relief applicants must select one: 1) child care 2) rental expenses 3) homeowner expenses 4) living expenses 5) education 6) utility expenses

#### Step 4

Select which supporting document will be uploaded:

Category	Documents Required
TCI Status;	Turks & Caicos Islander Status Card; OR
TCI Status	Copy of applicant's TCI birth certificate, along with a copy one or both parents' TCI status Card; OR
TCI Status;	Copy of applicant's TCI birth certificate, along with a copy of one or both parents' birth certificate; OR
TCI Status	copy of applicant's TCI birth certificate along with Islander Status Card/Island Status Certificate of one or both of his/her parents
a BOTC;	Copy of BOTC passport (if passport is expired the expiration date could be no later than 1st November 2023; OR
a BOTC;	Copy of BOTC certificate;

#### Step 5

Proof of residency could be provided by either entering your voter's registration number or NIB number in the designated field or one of the following:

- A light bill in your name within the last 12 months
- Employment letter from a TCI employer that is registered with TCINIB
- A signed affidavit from a TCI Justice of Peace

All fields must be completed before moving to the next stage.

Once completed the applicant must accept the following disclaimer:

"The facts which I depose and the information contained in the application therein are true to my knowledge in support of an application for the Cost of Living Relief Programme."

The applicant must accept the disclaimer in order for their application to be accepted by the Portal. Once submitted, the applicant will receive a confirmation email.

## **Back End Processing**

Once an application is accepted by the Portal, it is then vetted. Once an application is vetted, the applicant will receive one of the following replies: 1) request additional information, 2) decline, 3) conflict, or 4) approved. If additional information is requested, then an email goes to the applicant advising him/her to submit the additional information via a provided link/url. And if the application is declined, then an email response is sent with an explanation of why it was declined.

In Tier 1, the approval Officers will be able to view applications in their entirety. In addition to the available options, before an application can be progressed to the designated final approver, it will have to be validated around the following:

- Ø Identification information, the Officer will have to validate that they have seen the information and agree that it is in fact correct, and
- Ø The applicant satisfies the criteria of living in the TCI. This should be verified through the applicant's name appearing in the NIB database; or on the approved voter's list; or has provided a TCI utility bill issued during the last 12 months.

Once this has been done, the Officer can then approve the application for it to be sent to the designate final approver, who will have the options to either: 1) request additional information, 2) decline, 3) conflict, or 4) approve.

The Active NIB number and approved Voters List will be pre-loaded to the Portal in order to reduce the possibility of human error, as well as, to reduce the time required by the Officers to undertake the checks.

## ***Appeal Process***

Applicants whose applications have been declined, will receive an email detailing the reason it was declined. The email will contain a link/url to the section of the Portal where an applicant can make representation on the matter and upload any documentation that he/she believe may support their appeal. Appeals should be made within seven (7) days of notice of decline, as the link/url will expire after seven (7) days.

Once the appeal request is received by designated reviewer, he/she will review the appeal and will reply with one of the following comments: 1) request additional information, 2) decline, 3) conflict, or 4) approve. Appeal applications will be reviewed, and a decision communicated to the applicant within seven (7) days of receipt of the appeal.

Copy of Affidavit

**AFFIDAVIT**

I, [Name of applicant], of [Island], Turks and Caicos Islands do solemnly and sincerely make oath and say as follows:

That have resided in the Turks & Caicos Islands for a period commencing 1st November 2023 to 22nd November 2024.

The purpose of this Affidavit is to certify that my true and correct signature is as written below.

\_\_\_\_\_  
(Print Name) (Signature)

I further certify that I am also known by the signature(s) appearing on Passport No. \_\_\_\_\_ dated \_\_\_\_\_ bearing the name [applicant's name]. A copy of the said BOTC passport/Turks and Caicos Islands Status Card is attached to this Affidavit.

**SWORN TO** at Providenciales, \_\_\_\_\_ this \_\_\_\_ day of \_\_\_\_\_, A.D. 2024 \_\_\_\_\_  
(Signature)

On the above date, before me, the undersigned, a Notary Public in and for the

\_\_\_\_\_, personally  
(indicate country where Justice of Peace is registered)

appeared \_\_\_\_\_ personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledge to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument, the person(s) executed the instrument. Witness my hand and official.

\_\_\_\_\_  
**Justice of Peace**

\_\_\_\_\_  
Print Name  
My Commission Expires: \_\_\_\_\_

**Table 7: Risk Analysis Matrix**

ID #:	Risk	Cause	Event	Impact	Impact Level	Probability	Response
1	NIB and Voters list incomplete	Persons that apply for the Cost of Living Relief names are not found on voters list or the active NIB list	NIB list and Voters list supplied to Ministry of Finance, may be incomplete and out dated	Persons not qualifying for Cost of Living Relief and policy makers extending the application deadline to allow voters list to be updated	Medium	Possible	<b>(Accept)</b> Cabinet to agree the acceptance of the voter's list as at a certain date. For instance, Agreement can be made for the completed list as at 1st November 2024 to be used in the portal for cross reference. In regards to NIB we would request a copy of the NIB database showing Active contributors or beneficiaries for the period 1st January 2024 to date
2	Timing Available for the execution of Cost of Living Relief	TCIG's financial year ends 31st March 2025. All appropriation lapses as at 31st March 2025	Applicants are unable to submit pertinent information before the proposed/stipulated deadlines	High number of applications are declined and the funding is retired as at 31st March 2025	High	Possible	<b>Share</b> Promote the Cost of Living Relief in public domain. Advise potential applicants of relevant documents needed.
3	Low uptake of the Cost of Living Relief programme	Targeted persons are unable to gain access to the portal or unable to operate portal to upload application	Participation in the programme by target groups are moderate.	Policy is reviewed or amended	High	Unlikely	<b>Mitigate</b> Have a drive for application input in portal
4	Misuse/ ineffective use of Cost of Living Relief by successful applicants.	No effective means to guarantee that funds will be used 100% in category of its intended purpose.	The target group of the policy is moderately impacted.	Further request being submitted to other TCIG social programme by targeted areas.	Medium	Likely	<b>Accept</b>

**Table 8: Risk Assessment Matrix**

		Impact				
		Insignificant	Minor	Moderate	Major	Severe
Probability	Almost Certain	Medium	High	High	Extreme	Extreme
	Likely	Medium	Medium	High	Extreme	Extreme
	Possible	Low	Medium	Medium	High	Extreme
	Unlikely	Low	Low	Medium	High	High
	Rare	Low	Low	Low	Medium	High

**Monitoring and Evaluation**

## APPENDIX 2



**From the Desk of Clerk to Cabinet**  
**OFFICE OF THE CABINET**  
Action Point

**TO:** Mrs. Athenee Basden-PS Ministry Finance

**Cc:** Hon. Attorney General

**FROM:** Crystal Robinson- Clerk to Cabinet

**DATE:** November 5, 2024

**Subject:** Cost of Living Relief Programme (CLR)

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Please be advised that Cabinet at its meeting on the 4th November discussed the above-captioned subject and hereby advised that:

- It approved the policy in relation to the Cost of Living Relief Programme for Turks and Caicos Islands Status Holders.
- It approved the expenditure of \$15million for the cost of living relief to citizens within the Turks and Caicos Islands.

A formal action minute will be forwarded to you in due course.

Crystal Robinson

## APPENDIX 3



### **From the Desk of Clerk to Cabinet** **OFFICE OF THE CABINET** Action Point

**TO:** Mrs. Athenee Basden-PS Ministry Finance

**Cc:** Hon. Attorney General

**DATE:** December 16th , 2024

**Subject:** Update on the Cost of Living Relief Grant

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Please be advised that Cabinet at its meeting on the 4th November discussed the above-captioned subject and hereby advised that:

- It granted approval to give applicants an additional two weeks to provide all outstanding document

A formal action minute will be issued in due course.

Regards

Crystal

## APPENDIX 4



**CABINET OFFICE  
FROM THE DESK OF THE CLERK TO CABINET  
Action Point**

**TO:** Mrs. Athenee Basden- PS Ministry of Finance

**Cc:** Ms. Khalila Astwood-Acting Attorney General

**DATE:** March 20, 2025

**Subject:** **Amendments to the Cost of Living Relief Policy-Provision for Deceased Persons' Cheques to be issued to their Estate**

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Please be advised that the Cabinet at its meeting on the 19th March considered the above captioned subject and hereby advised that:

- It granted approval for an amendment to the Cost-of-Living Relief Policy to include a provision for the issuance of cheques to deceased persons' estate provided the requirements are met.
- It further agreed for provisions to be extended to persons that are out of country on extended medical care, through the NHIB, noting that the verification for the same would be a confirmation letter from NHIB to substantiate the same with information also on who should collect the payment.

A formal action minute will be issued in due course.

Regards

Crystal

# APPENDIX PRESS RELEASE



**From:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Sent:** Saturday, November 9, 2024 2:09 PM  
**To:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Subject:** PUBLIC NOTICE: COST OF LIVING RELIEF PROGRAMME - PORTAL COMING SOON

**COST-OF-LIVING RELIEF PROGRAMME**

**PORTAL OPENS ON NOVEMBER 12TH, 2024**  
Visit [colrelief.gov.tc](http://colrelief.gov.tc) to apply!

**Key Details:**

- ✓ Start Date: 12:00 A.M. November 12th, 2024
- ✓ Closing Date: 11:59 P.M. November 22nd, 2024

**Payment Schedule:**

- ✓ December 4th, 2024
- ✓ December 11th, 2024
- ✓ December 18th, 2024
- ✓ All approved applicants will receive payment by December 20th, 2024

Exciting Announcement from the Ministry of Finance, Investment and Trade!

The Turks and Caicos Islands Government is pleased to inform all eligible members of the general public that, starting November 12th, 2024, access to the Cost of Living Relief Programme will be available through a convenient web application at [colrelief.gov.tc](http://colrelief.gov.tc).

This program aims to support those in need by providing \$1000 in funding to help ease the burden of living costs. To qualify, applicants must be either Turks and Caicos Islanders or British Overseas Citizens aged 18 or older.

Don't miss this opportunity to receive the assistance you deserve! Mark your calendars, gather your documents, and be ready to apply when the portal opens. We are committed to helping our community thrive during these challenging times!

**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Monday, November 11, 2024 10:20 AM

**To:** TCIG Press Release <tcigpressrelease@gov.tc>

**Subject:** PUBLIC NOTICE: COST OF LIVING RELIEF PROGRAMME - WHAT YOU NEED TO APPLY

**COST-OF-LIVING RELIEF PROGRAMME**

**TO APPLY, YOU MUST BE 18+, A TURKS AND CAICOS ISLANDER (TCI STATUS) OR A BRITISH OVERSEAS CITIZEN**

When the portal goes live, ensure that you have a copy of any of the below:

**Turks and Caicos Islands Status:**

- ✓ TCI Status Card; OR
- ✓ Copy of TCI birth certificate, along with a copy of one or both parents' TCI status Card; OR
- ✓ Copy of TCI birth certificate, along with a copy of one or both parents' birth certificate; OR
- ✓ Copy of applicant's TCI birth certificate along with Islander Status Card/Island Status Certificate of one or both of his/her parents BOTC;
- ✓ Copy of BOTC passport (if expired, no later than 1st November 2023); OR
- ✓ Copy of BOTC certificate

**To prove that you currently live in the TCI, you must have the following:**

- ✓ An active NIB number OR
- ✓ TCI voter's registration number
- ✓ A prescribed affidavit signed by an authorized Turks and Caicos Islands Justice of Peace; OR
- ✓ A copy of a utility bill displaying the applicant's name issued in the TCI during the last 3 months.)

**Application Deadline: NOVEMBER 22nd, 2024**    **Cheque Expiration (POST PRINTED DATE): JUNE 20th, 2025**

\*\*\* Applicants who are incarcerated and serving a prison sentence are not eligible.

### The Cost-of-Living Relief Programme – Apply Now!

If you're 18 or older, a Turks and Caicos Islander (TCI Status), or a British Overseas Territory Citizen (BOTC), this programme is designed for you!

Eligibility Criteria: Must possess TCI or BOTC Status.

Required Documents for TCI Status:

- TCI Status Card OR
- TCI birth certificate with parents' status cards/birth certificates OR - TCI birth certificate with parents' Islander Status Card.

Required Documents for BOTC:

- BOTC passport (valid, not expired before November 1st, 2023) OR
- BOTC certificate.

Mark your calendar for the portal launch on November 12th, 2024, and prepare your documents!

**From:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Sent:** Tuesday, November 12, 2024 9:48 AM  
**To:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Subject:** PUBLIC NOTICE: COST OF LIVING PORTAL IS LIVE!

**COST-OF-LIVING RELIEF  
PORTAL IS LIVE!**

Apply today at  
**colrelief.gov.tc**

**\$1000 IN CASH SUPPORT FOR CHILDCARE,  
EDUCATION, RENTAL, HOMEOWNER,  
AND LIVING EXPENSES!**

If you need help email [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

**Application  
Deadline:  
NOVEMBER  
22nd, 2024**

*\*Resident Turks and Caicos Islanders and British Overseas Territories Citizens need only apply*

The Ministry of Finance, Investment and Trade is excited to announce that eligible residents can now apply for cost of living relief support through the portal at [colrelief.gov.tc](http://colrelief.gov.tc).

Make sure to have your documents ready for a smooth application process!

If you need assistance with the portal or have queries, feel free to email [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

**From:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Sent:** Tuesday, November 12, 2024 10:43 AM  
**To:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Subject:** PUBLIC NOTICE: COST OF LIVING RELIEF PROGRAMME - HELP DESK

**NEED HELP?**  
**VISIT THE COST-OF-LIVING RELIEF HELP DESK!**

**Ministry of Finance, Investment and Trade Offices**

**Providenciales (Butterfield Square)  
Grand Turk (Durham's Building, Lighthouse Road)**

**Monday - Thursday: 9:00 a.m. - 3:45 p.m.  
Friday: 9:00 a.m. - 3:30 p.m.**

The Ministry of Finance, Investment and Trade is here to assist you! If you are experiencing challenges or require assistance with the cost of living relief application, our help desk stations are available to provide support.

You can visit the Help Desk at our Ministry of Finance, Investment and Trade Offices, located at Butterfield Square in Providenciales and at Durham's Building on Lighthouse Road in Grand Turk.

For any inquiries, feel free to email us at [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc) for further assistance.

Our dedicated team is eager to help you!

**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Monday, November 18, 2024 9:24 AM

**Subject:** Cost of Living Relief Programme - Forgot to Register?

**FORGOT TO REGISTER FOR THE COST-OF-LIVING RELIEF?**  
**YOU STILL HAVE TIME!**

**APPLY TODAY**

**colrelief.gov.tc**

**\$1000 in cash support for childcare, education, rental, homeowner, and living expenses!**

**Application Deadline: NOVEMBER 22nd, 2024**  
**Cheque Expiration: JUNE 20th, 2025**

### **Forgot to Register?**

The Ministry of Finance, Investment and Trade wants to remind eligible residents that there's still time to register for the Cost of Living relief grant.

Apply today at [colrelief.gov.tc](https://colrelief.gov.tc). Don't miss this opportunity to receive essential support.

Make sure to complete your application before the 22 November 2024 deadline.

Every bit counts, so take action now to ensure you receive the assistance you may be eligible for!

**END**

**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Wednesday, November 20, 2024 2:57 PM

**Subject:** Cost of Living Relief Programme - 2 Days to Application Deadline



**2 DAYS TO APPLICATION DEADLINE!**

**\$1000 in cash support for childcare, education, rental, homeowner, and living expenses!**

**Apply for the Cost-of-Living Relief by November 22nd, 2024 at [colrelief.gov.tc](http://colrelief.gov.tc)!**

**Application Deadline: NOVEMBER 22nd, 2024**  
**Cheque Expiration: June 20th, 2025**

The Ministry of Finance, Investment and Trade would like to remind all eligible residents of the Turks and Caicos that the deadline to apply for cost of living relief is approaching fast!

You have until Friday, 22nd November 2024, at 11:59 p.m., to submit your applications.

Don't miss out on this opportunity to receive \$1,000 in cash support!

**From:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Sent:** Thursday, November 21, 2024 1:12 PM  
**Subject:** Cost of Living Relief Programme - 1 Day to Application Deadline

**1 DAY TO APPLICATION DEADLINE!**

\$1000 in financial support from the Turks and Caicos Islands Government!!

Apply for the Cost-of-Living Relief by 11:59 p.m. November 22nd, 2024 at [colrelief.gov.tc](http://colrelief.gov.tc)

Application Deadline: **NOVEMBER 22nd, 2024**  
Cheque Expiration: **June 20th, 2025**

**NEED HELP?**

VISIT THE COST-OF-LIVING RELIEF HELP DESK!

Ministry of Finance, Investment and Trade Offices

Providenciales (Butterfield Square)  
Grand Turk (Durham's Building, Lighthouse Road)

Monday - Thursday: 9:00 a.m. - 3:45 p.m.  
Friday: 9:00 a.m. - 3:30 p.m.

The deadline for applications for the Cost-of-Living Relief Programme is **TOMORROW 22nd** November 2024 at 11:59 p.m.

Eligible residents are encouraged to apply for the \$1,000 financial support from the Turks and Caicos Islands Government at [colrelief.gov.tc](http://colrelief.gov.tc)!

**From:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Sent:** Thursday, November 21, 2024 1:30 PM  
**Subject:** Cost of Living Relief Programme - 1 Day to Application Deadline

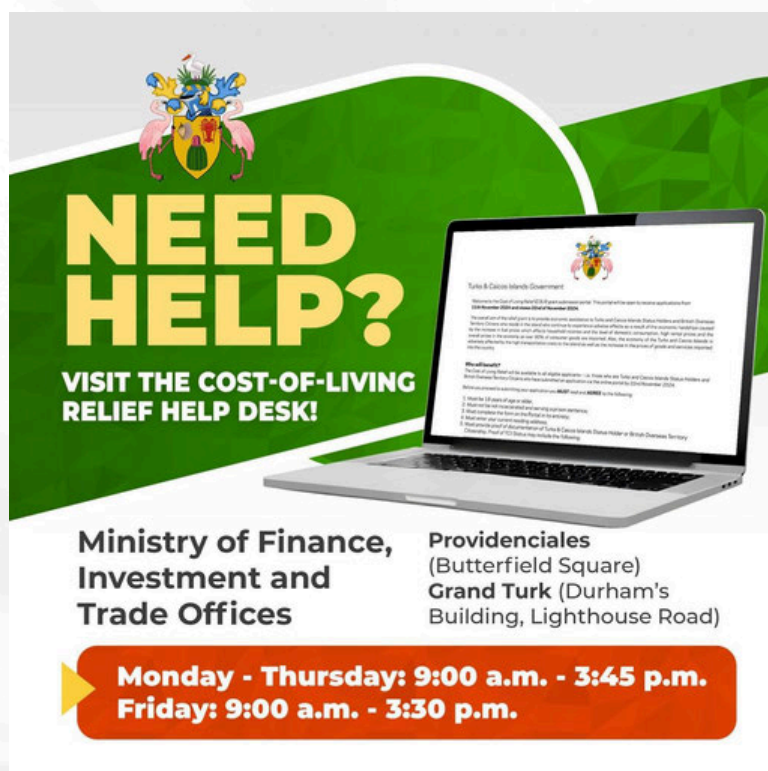


**1 DAY TO APPLICATION DEADLINE!**

**\$1000 in financial support from the Turks and Caicos Islands Government!!**

**Apply for the Cost-of-Living Relief by 11:59 p.m. November 22nd, 2024 at colrelief.gov.tc!**

**Application Deadline: NOVEMBER 22nd, 2024**  
**Cheque Expiration: June 20th, 2025**



**NEED HELP?**

**VISIT THE COST-OF-LIVING RELIEF HELP DESK!**

**Monday - Thursday: 9:00 a.m. - 3:45 p.m.**  
**Friday: 9:00 a.m. - 3:30 p.m.**

**Ministry of Finance, Investment and Trade Offices**

**Providenciales (Butterfield Square)**  
**Grand Turk (Durham's Building, Lighthouse Road)**

The deadline for applications for the Cost-of-Living Relief Programme is **TOMORROW 22nd** November 2024 at 11:59 p.m.

Eligible residents are encouraged to apply for the \$1,000 financial support from the Turks and Caicos Islands Government at colrelief.gov.tc!

**From:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Sent:** Friday, November 22, 2024 9:09 AM  
**Subject:** Cost of Living Relief Programme - Final Day to Apply

**FINAL DAY TO APPLY!**

**This is the last day to apply for the \$1000 cost of relief!**

**Apply by 11:59 p.m. November 22nd, 2024 at [colrelief.gov.tc](https://colrelief.gov.tc)!**

**Application Deadline: NOVEMBER 22nd, 2024**  
**Cheque Expiration: June 20th, 2025**

The Ministry of Finance, Investment and Trade is notifying eligible residents that **TODAY, 22nd** November 2024, is the deadline to apply for the cost of living relief grant.

Visit the link to watch our how-to guide: <https://youtu.be/drgSltkK6ME?si=DzdcO2umguUSCldh>

You have until **11:59 p.m.** to submit your application for \$1,000 in financial assistance from the Turks and Caicos Islands Government!

Thank you for taking this important step!

**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Tuesday, December 3, 2024 2:27 PM

**Subject:** PRESS RELEASE: Update on the Cost-of-Living Relief Programme: First Batch of Applications Successfully Processed

**PRESS RELEASE  
FROM THE MINISTRY OF FINANCE,  
INVESTMENT AND TRADE**

**BEGINS**

**Update on the Cost-of-Living Relief Programme: First Batch of Applications Successfully Processed**

**Providenciales, Turks and Caicos Islands - Tuesday, 3 December 2024:** The Ministry of Finance, Investment and Trade is pleased to announce significant progress in the approval process for the Cost-of-Living Relief Programme. As of 11:00 PM on Saturday, 30 November 2024, we have successfully processed the initial batch of applications. Our team has worked diligently to ensure that applicants receive the support they need, and we are committed to maintaining transparency throughout this process.

It is important to note that applications are randomly distributed for approval, with the processing team having no control over the order of approvals. This impartial method ensures fairness and equal opportunity for all applicants. The designated portal manages the distribution of applications, facilitating a streamlined approval process.

The following statistics reflect the engagement from various islands up to 11:00 PM on Saturday, 30 November 2024. Overall, the program received a significant number of applications, with a total of 15,614 submitted. Of these, 5,019 applications have been processed in the first batch, representing an overall approval rate of 32.1%. Please note that the overall total includes duplicates, and as a result, the final total may be lower.

<b><u>Island</u></b>	<b><u>Total First Batch</u></b>	<b><u>Number Applied</u></b>	<b><u>Percentage</u></b>
<b>Overall</b>	<b>5019</b>	<b>15614</b>	<b>32.1</b>
Grand Turk	742	2273	32.6
Salt Cay	9	47	19.1
South Caicos and Ambergris Cay	137	453	30.2
Middle Caicos	19	63	30.2
North Caicos & Parrot Cay	206	620	33.2
Providenciales	3905	12158	32.1

The Ministry would like to inform approved applicants that cheque distribution will commence on Wednesday, 4 December 2024 using a batch system. A list of approved applicants will be provided for each batch. The lists will also be accessible via [www.gov.tc](http://www.gov.tc).

For the payment schedule, approved applications will be paid on the following dates: Batch 1 – 4th December, Batch 2 – 11th December and Batch 3 – 18th December, 2024. All approved applicants will be paid no later than 20th December 2024.

Cheques will be available for collection across the islands at the following locations: The Treasury on Providenciales, St. Mary's Pro-Cathedral Dillon Hall on Grand Turk, and the Sub-treasuries on South Caicos and North Caicos.

Collection hours have been established for the convenience of applicants, with cheques available Monday through Thursday from 9:30 AM to 3:30 PM, and on Fridays from 9:30 AM to 3:00 PM.

Please be advised that cheques are for in-person collection only. There will be no deposits to any bank accounts for the Cost-of-Living Relief Programme. To collect cheques, applicants must present their reference number along with a valid form of identification at the time of collection.

For relief recipients who are disabled or confined to their home (in Turks & Caicos Islands), the Treasury will provide a cheque delivery service. To utilise this facility, approved applicants or his or her representative are asked to make a written request, for the delivery of the cheque to [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

The request must include the following:

- a copy of the approved applicant Government Issued ID
- application number
- phone number and
- address for the cheque to be delivered.

Please be aware that once issued, cheques are valid for six (6) months from the printed date. After 20th June 2025, any uncollected cheques will be voided and cancelled. Lost or stale-dated cheques will not be reissued.

We encourage all applicants to stay informed and seek any assistance needed during this process. For further inquiries, please contact [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

The Ministry of Finance, Investment and Trade strives to ensure that every eligible applicant can access the relief grant, and we appreciate your cooperation and understanding during this significant endeavour.

Click here to view the list of approved COLR Batch 1 applicants:

<https://drive.google.com/file/d/1lTFsjde6F1QphjxfGsgwyFYHHRhvw4A0/view?usp=sharing>

**COST OF LIVING  
RELIEF PROGRAMME**

# CHEQUE

## DISTRIBUTION BEGINS

**STARTING WEDNESDAY,  
DECEMBER 4, 2024**

### Collection Locations:

Treasury on Providenciales  
St. Mary's Pro-Cathedral Dillon Hall on Grand Turk  
Sub-Treasury on South Caicos and North Caicos

**MONDAY - THURSDAY: 9:30 AM TO 3:30 PM**  
**FRIDAY: 9:30 AM TO 3:00 PM**

Requirements when collecting cheques:  
Applicant's Reference Number  
A form of identification



### PAYMENT SCHEDULE:

December 4, 2024 (Batch 1)  
December 11, 2024 (Batch 2)  
December 18, 2024 (Batch 3)

*All approved applicants will be paid no later than December 20, 2024*

END

**From:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Sent:** Thursday, December 5, 2024 10:52 AM  
**To:** TCIG Press Release <tcigpressrelease@gov.tc>  
**Subject:** PUBLIC NOTICE: COST OF LIVING RELIEF PROGRAMME- CHEQUE DELIVERY SERVICE

**PUBLIC NOTICE  
FROM THE MINISTRY OF FINANCE**



**COST OF LIVING RELIEF PROGRAMME- CHEQUE DELIVERY SERVICE**

Providenciales, Turks and Caicos Islands 5th December 2024 - The Ministry of Finance, Investment, and Trade is pleased to announce the launch of a Cheque Delivery Service tailored specifically for individuals who are differently-abled or confined to their homes. We understand that access to financial assistance is crucial, and we are dedicated to making this process as straightforward and inclusive as possible.

To utilize this service, applicants or their authorized representatives are kindly encouraged to submit a written request for cheque delivery. Requests should be sent to [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

The request must include the following:

- a copy of the approved applicant's Government issued ID
- application number
- phone number and
- address for the cheque to be delivered.

Our team is here to ensure that everyone in our community has the opportunity to benefit from this relief program.

Your well-being and accessibility are our top priorities, and we are committed to providing the support you need.

Thank you for your cooperation, and we look forward to serving you!

#MoFIT #ChequeDeliveryService #CostOfLivingRelief #CommunitySupport #InclusiveServices  
#AccessibilityForAll



# COST OF LIVING RELIEF

**Cheque Delivery Service available for persons who are differently-abled or confined to home.**

**Applicant or a representative must submit a written request for the delivery of the cheque to [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).**

**Must Include:**

- a copy of applicant's Government Issued ID (valid passport, Status Card, NIB/NHIP Card). If passport is expired the expiration date could be no later than 1st November 2023
- application number
- phone number and
- address for the cheque to be delivered.



**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Wednesday, December 11, 2024 8:08 AM

**Subject:** PRESS RELEASE: Update on the Cost-of-Living Relief Programme: Second Batch of Applications Successfully Processed

**PRESS RELEASE  
FROM THE MINISTRY OF FINANCE,  
INVESTMENT AND TRADE**



**BEGINS**

***Update on the Cost-of-Living Relief Programme: Second Batch of Applications Successfully Processed***

***Providenciales, Turks and Caicos Islands - Wednesday, 11 December 2024:*** The Ministry of Finance, Investment and Trade is excited to share noteworthy progress in the approval process for the Cost-of-Living Relief Programme. As of 11:00 PM on 6th December 2024, we have successfully processed the second batch of applications. (See the full list here: <https://drive.google.com/file/d/1i6R1Fk7hi7SR3HkTYtbs0Z8-4b4fCBe5/view?usp=sharing>)

In total, 15,614 applications have been submitted for the Cost of Living Relief Programme. The approval statistics are as follows: Batch 1 saw 5,019 applications, while Batch 2 had 5,155 applications. Overall, this means that 10,174 applications, or 65.2% of the total submitted, have been approved. Please note that the overall total includes duplicates, and as a result, the final total may be lower.

Cost of Living Relief Distribution for Batches 1 and 2							
	Number Applied	Batch 1	Percent of Number Applied	Batch 2	Percent of Number Applied	Total- Batch 1 and Batch 2	Percent of Number Applied
<b>Overall Total</b>	<b>15,614</b>	<b>5,019</b>	<b>32.1</b>	<b>5,155</b>	<b>33.0</b>	<b>10,174</b>	<b>65.2</b>
Grand Turk	2273	742	32.6	808	35.5	1550	68.2
Salt Cay	47	9	19.1	15	31.9	24	51.1
South Caicos and Ambergris Cay	453	137	30.2	170	37.5	307	67.8
Middle Caicos	63	19	30.2	21	33.3	40	63.5
North Caicos and Parrot Cay	620	206	33.2	214	34.5	420	67.7
Providenciales	12158	3905	32.1	3927	32.3	7832	64.4

For applicants who have been approved, cheques can be collected at the following locations: The Treasury on Grand Turk and Providenciales, and the sub-treasuries on South Caicos and North Caicos.

Please be advised that cheques are for in-person collection only. There will be no deposits to any bank accounts for the Cost-of-Living Relief Programme.

**Collection times are Monday to Thursday from 9:30 AM to 3:30 PM and Friday from 9:30 AM to 3:00 PM. Please remember to bring your reference number and a valid form of identification when collecting your payment.**

For relief recipients who are disabled or confined to their home (in Turks & Caicos Islands), the Treasury will provide a cheque delivery service. To utilise this facility, approved applicants or his or her representative are asked to make a written request, for the delivery of the cheque to [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

- The request must include the following:
- a copy of the approved applicant Government Issued ID
- application number
- phone number and
- address for the cheque to be delivered

Cheques will be valid for six (6) months from the printed date. All uncollected cheques will be voided and cancelled on 20th June 2025. Lost or stale-dated cheques will not be reissued.

Looking ahead, we have scheduled additional payments to be processed on 18th December 2024, with all approved applicants' cheques ready for collection by 20th December 2024.

For more information, please keep an eye on TCIG official communications channels.

**COST OF LIVING  
RELIEF PROGRAMME**

**CHEQUE  
DISTRIBUTION  
BATCH 2**



**Collection Locations:**

Treasury on Providenciales  
Treasury on Grand Turk  
Sub-Treasury on South Caicos and North Caicos

**MONDAY – THURSDAY: 9:30 AM TO 3:30 PM**  
**FRIDAY: 9:30 AM TO 3:00 PM**

Requirements when collecting cheques:  
Applicant's Reference Number  
A form of identification

**PAYMENT SCHEDULE:**  
December 11, 2024 (Batch 2)  
December 18, 2024 (Batch 3)

*All approved applicants will be paid no later than December 20, 2024*



**COST OF  
LIVING RELIEF**

**Cheque Delivery Service  
available for persons who  
are differently-abled or  
confined to home.**

**Applicant or a representative  
must submit a written request  
for the delivery of the cheque to  
[colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).**

**Must Include:**

- a copy of applicant's Government Issued ID (valid passport, Status Card, NIB/NHIP Card). If passport is expired the expiration date could be no later than 1st November 2023
- application number
- phone number and
- address for the cheque to be delivered.



END

**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Tuesday, December 17, 2024 12:45 PM

**Subject:** Update on the Cost-of-Living Relief Programme: Third Batch of Applications Successfully Processed

**PUBLIC NOTICE  
FROM THE MINISTRY OF FINANCE,  
INVESTMENT AND TRADE**



**BEGINS**

***Update on the Cost-of-Living Relief Programme: Third Batch of Applications Successfully Processed***

***Providenciales, Turks and Caicos Islands - Tuesday, 17 December 2024:*** The Ministry of Finance, Investment and Trade is pleased to announce significant progress in the approval process for the Cost-of-Living Relief Programme. As of 10:00 PM on Saturday, 14 December 2024, the third batch of applications has been successfully processed.

The ongoing efforts to support our community in these challenging times have resulted in a total of 15,614 applications received. This total figure does include duplicates therefore the final number may be lower.

In Batch 1, 5,019 applications were approved, which constitutes 32.1% of the total. Batch 2 saw 5,155 approvals, accounting for 33.0%. Thus, the total approvals for Batches 1 and 2 combined reached 10,174, which translates to 65.2% of applications. For Batch 3, 3,548 applications were approved, representing 22.7%. Overall, the total approved applications for Batches 1, 2, and 3 is 13,722, or 87.9%.

Click the link to view the full list of third batch approved applicants:

<https://drive.google.com/file/d/1-f64ogV7-JO9J5llohNRg2sMAzL14l7o/view?usp=sharing>

**COST OF LIVING  
RELIEF PROGRAMME**

**CHEQUE  
DISTRIBUTION  
BATCH 3**

**Collection Locations:**

Treasury on Providenciales  
Treasury on Grand Turk  
Sub-Treasury on South Caicos and North Caicos

**MONDAY - THURSDAY: 9:30 AM TO 3:30 PM**  
**FRIDAY: 9:30 AM TO 3:00 PM**

Requirements when collecting cheques:  
Applicant's Reference Number  
A form of identification



**PAYMENT SCHEDULE:**

December 18, 2024 (Batch 3)  
December 23, 2024 (batch 4)

*All approved applicants will be paid no later than December 24, 2024*

END

**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Tuesday, December 17, 2024 1:17 PM

**Subject:** Update on the Cost-of-Living Relief Programme: Third Batch of Applications Successfully Processed

**PUBLIC NOTICE  
FROM THE MINISTRY OF FINANCE  
INVESTMENT AND TRADE**



**BEGINS**

***Update on the Cost-of-Living Relief Programme: Third Batch of Applications Successfully Processed***

***Providenciales, Turks and Caicos Islands - Tuesday, 17 December 2024:*** The Ministry of Finance, Investment and Trade is pleased to announce significant progress in the approval process for the Cost-of-Living Relief Programme. As of 10:00 PM on Saturday, 14 December 2024, the third batch of applications has been successfully processed.

The ongoing efforts to support our community in these challenging times have resulted in a total of 15,614 applications received. This total figure does include duplicates therefore the final number may be lower.

In Batch 1, 5,019 applications were approved, which constitutes 32.1% of the total. Batch 2 saw 5,155 approvals, accounting for 33.0%. Thus, the total approvals for Batches 1 and 2 combined reached 10,174, which translates to 65.2% of applications. For Batch 3, 3,548 applications were approved, representing 22.7%. Overall, the total approved applications for Batches 1, 2, and 3 is 13,722, or 87.9%.

<b>Cost of Living Relief Distribution for Batches 1, 2 and 3</b>											
	<b>Number Applied</b>	<b>Batch 1</b>	<b>Percent of Number Applied</b>	<b>Batch 2</b>	<b>Percent of Number Applied</b>	<b>Total - Batch 1 and Batch 2</b>	<b>Percent of Number Applied</b>	<b>Batch 3</b>	<b>Percent of Number Applied</b>	<b>Batch 1, Batch 2 and Batch 3</b>	<b>Percent of Number Applied</b>
<b>Overall Total</b>	<b>15,614</b>	<b>5,019</b>	<b>32.1</b>	<b>5,155</b>	<b>33.0</b>	<b>10,174</b>	<b>65.2</b>	<b>3,548</b>	<b>22.7</b>	<b>13,722</b>	<b>87.9</b>
Grand Turk	2273	742	32.6	808	35.5	1550	68.2	510	22.4	2,060	90.6
Salt Cay	47	9	19.1	15	31.9	24	51.1	7	14.9	31	66.0
South Caicos and Ambergis Cay	453	137	30.2	170	37.5	307	67.8	93	20.5	400	88.3
Middle Caicos	63	19	30.2	21	33.3	40	63.5	15	23.8	55	87.3
North Caicos and Parrot Cay	620	206	33.2	214	34.5	420	67.7	132	21.3	552	89.0
Providenciales	12158	3905	32.1	3927	32.3	7832	64.4	2792	23.0	10,624	87.4

It is important to note that applications for the Cost-of-Living Relief Programme are distributed randomly. The processing team does not control the order of approvals, as the portal manages this distribution.

Approved applicants can collect their cheques at the Treasury on Providenciales, the Treasury on Grand Turk, or the sub-treasury on South Caicos and North Caicos. Collection times are Monday to Thursday from 9:30 AM to 3:30 PM, and Friday from 9:30 AM to 3:00 PM. Please remember to bring your reference number along with a valid form of identification for collection.

Please be advised that cheques are for in-person collection only. There will be no deposits to any bank accounts for the Cost-of-Living Relief Programme.

For relief recipients who are disabled or confined to their home (in Turks & Caicos Islands), the Treasury will provide a cheque delivery service. To utilize this facility, approved applicants or his or her representative are asked to make a written request, for the delivery of the cheque to [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

The request must include the following:

- a copy of the approved applicant Government Issued ID
- application number
- phone number and
- address for the cheque to be delivered

Cheques will be valid for six (6) months from the printed date. All uncollected cheques will be voided and cancelled on 20th June, 2025. Lost or stale dated cheques will not be reissued.

We appreciate your patience and support as we continue to process applications and deliver relief to those in need. For further inquiries, please contact us at [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

Click the link to view the full list of third batch approved applicants:

<https://drive.google.com/file/d/1-f64ogV7-JO9J5llohNRg2sMAzL14l7o/view?usp=sharing>

**COST OF LIVING  
RELIEF PROGRAMME**

**CHEQUE  
DISTRIBUTION  
BATCH 3**

**Collection Locations:**

Treasury on Providenciales  
Treasury on Grand Turk  
Sub-Treasury on South Caicos and North Caicos

**MONDAY - THURSDAY: 9:30 AM TO 3:30 PM**  
**FRIDAY: 9:30 AM TO 3:00 PM**

Requirements when collecting cheques:  
Applicant's Reference Number  
A form of identification



**PAYMENT SCHEDULE:**

December 18, 2024 (Batch 3)  
December 23, 2024 (batch 4)

*All approved applicants will be paid no later than December 24, 2024*

**END**

**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Monday, December 23, 2024 8:50 AM

**Subject:** Cost-of-Living Relief Programme: Important Notice - Batch 4 Distribution Delayed

**PUBLIC NOTICE  
FROM THE MINISTRY OF FINANCE,  
INVESTMENT AND TRADE**



**BEGINS**

**Cost-of-Living Relief Programme: Important Notice - Batch 4 Distribution Delayed**

**Providenciales, Turks and Caicos Islands – Monday, 23 December 2024:** The Ministry of Finance, Investment and Trade would like to inform applicants for the Cost-of-Living Relief Programme of the delay in the distribution of Batch 4 payments due to a recent cyber incident. While we are working diligently on the resolution of this issue, our team is also actively working to prepare Batch 4 for distribution and the payment schedule will be announced at a later date.

To note, if you were approved on **15th December 2024** and onward, your payment will be processed in Batch 4.

We understand that this delay may cause some inconvenience, and we are truly sorry for any disruptions this may bring to your plans. Thank you for your patience and understanding during this time. Your support is greatly appreciated as we navigate this situation. Please stay tuned for further updates.

A graphic with a green background and white text. At the top, it reads "COST OF LIVING RELIEF PROGRAMME" in yellow and "IMPORTANT NOTICE" in large white letters. Below this, a red box contains the text "DELAYED DISTRIBUTION OF BATCH 4 DUE TO CYBER INCIDENT". To the right of this box is the coat of arms of the Turks and Caicos Islands. Below the coat of arms, another red box says "THANK YOU FOR YOUR UNDERSTANDING." To the left of the coat of arms, white text reads "We are actively working to resolve the issue. Once resolved, Batch 4 will be available for collection." At the bottom left, another red box says "We sincerely apologize for any inconvenience caused."

**From:** TCIG Press Release <tcigpressrelease@gov.tc>

**Sent:** Monday, January 6, 2025 3:42 PM

**To:** TCIG Press Release <tcigpressrelease@gov.tc>

**Subject:** PRESS RELEASE: UPDATE ON THE COST-OF-LIVING RELIEF PROGRAMME: RESUMPTION OF PAYMENTS AND CHEQUE COLLECTION

## **PRESS RELEASE**

### **FROM THE MINISTRY OF FINANCE, INVESTMENT AND TRADE**

#### **UPDATE ON THE COST-OF-LIVING RELIEF PROGRAMME: RESUMPTION OF PAYMENTS AND CHEQUE COLLECTION**

*Providenciales, Turks and Caicos Islands, Monday, 6th January 2025* - The Ministry of Finance, Investment and Trade is pleased to announce the resumption of the Cost-of-Living Relief Programme payment collection on **Wednesday, 8th January 2025** which had been temporarily disrupted due to a recent cyber incident.

We understand the importance of these payments and we are committed to ensuring that all eligible recipients receive the assistance they require.

The Ministry is currently in the process of distributing the final batches of payments: Batch 4 and Batch 5. Batch lists can be viewed by visiting [www.gov.tc](http://www.gov.tc).

Approved applicants can collect their cheques at the Treasury on Providenciales, the Treasury on Grand Turk, or the sub-treasury on South Caicos and North Caicos. Collection times are Monday to Thursday from 9:30 AM to 3:30 PM, and Friday from 9:30 AM to 3:00 PM. Please remember to bring your reference number along with a valid form of identification for collection.

Please be advised that cheques are for in-person collection only. There will be no deposits to any bank accounts for the Cost-of-Living Relief Programme.

For relief recipients who are disabled or confined to their home (in Turks & Caicos Islands), the Treasury will provide a cheque delivery service. To utilize this facility, approved applicants or his or her representative are asked to make a written request, for the delivery of the cheque to [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc).

The request must include the following:

- a copy of the approved applicant Government Issued ID
- application number
- phone number and
- address for the cheque to be delivered

Cheques will be valid for six (6) months from the printed date. All uncollected cheques will be voided and cancelled. Lost or stale dated cheques will not be reissued.

We genuinely appreciate your patience and understanding throughout this challenging period. Your support has been invaluable, and we remain committed to keeping you informed as we progress.

For any assistance or inquiries related to the Cost-of-Living Relief payments, please do not hesitate to reach out to our support team at [colreliefsupport@gov.tc](mailto:colreliefsupport@gov.tc). We are here to help and provide the information you need.

Thank you for your continued trust in us as we work together to support our community.

END

**COST OF LIVING  
RELIEF PROGRAMME**

**CHEQUE  
DISTRIBUTION  
BATCH 4 & 5**

**UPDATE**

**Collection Locations:**

Treasury on Providenciales  
Treasury on Grand Turk  
Sub-Treasury on South Caicos and North Caicos

**MONDAY – THURSDAY: 9:30 AM TO 3:30 PM**  
**FRIDAY: 9:30 AM TO 3:00 PM**

**Requirements when collecting cheques:**  
Applicant's Reference Number  
A form of identification

**NEW UPDATED  
PAYMENT SCHEDULE:**  
January 8, 2025 (batch 4 & 5)

