



**August 06, 2020**

## **Media Release**

### **MSDFS expands Call Centre Operations Ministry of Finance's Contact Number for Queries on SRG Applications**

*Thursday, 06 August 2020---* The Ministry of Social Development and Family Services has expanded the capacity at its Call Centre in order to field additional calls coming in from members of the public for issues related to the Ministry's COVID-19 Social Support Grants. From Monday August 3, 2020, 15 additional lines were added to the Call Centre, which may be accessed via a toll free number: 800 – 1MSD (1673) during the hours of 8:00am to 4:00 pm.

This measure follows a number of concerns that are being expressed by members of the public via the media, regarding difficulty in accessing the call centre agents to enquire about their application and other matters.

It should be noted that all approved applicants will receive a SMS text message indicating the approved amount and that their cheques will be delivered by TTPOST or alternatively, their bank accounts will be credited via direct deposit. Persons whose applications were not approved will also receive an SMS message.

The Ministry wishes to remind citizens that they may continue to seek updates about their applications by calling 800 – 1MSD (1673). Alternatively, queries may also be made by calling 800-6742 or 623-2608 exts. 1120/1132.

The Ministry of Social Development and Family Services thanks all citizens for their continued patience and cooperation in this regard, and looks forward to a successful recovery period as we work to ensure that no one is left behind.

#### **SALARY RELIEF GRANT (SRG)**

For queries on the Salary Relief Grant (SRG) administered by the National Insurance Board of Trinidad and Tobago (NIBTT) on behalf of the Ministry of Finance (MOF), persons may call 612 – 9700 Ext. 4774 (4SRG).