



Ministerial Statement

By:

The Hon. E. David Burt, JP, MP
Premier and Minister of Finance

New Online Services in the Ministry of Finance

Friday, 28th June 2024

Mr Speaker, I rise today in this Honourable House to announce further progress in our journey towards enhancing the efficiency and convenience of government services. Before I share the details, Mr Speaker, I want to make it clear that the Government recognises that more is required to deliver efficient service in key areas. Many residents also made this clear in their submissions to the Red Tape Reduction Consultation, and the Government is listening and investing in improving service delivery.

Today, I am pleased to share that on Monday, July 1st, the new online payment portal that will become the home of online payments for Government services will launch at pay.gov.bm. The long-term vision for pay.gov.bm will be for residents to pay for any Government service from any computer or mobile device that they currently need to visit the cashier's desk at the Government Administration Building.

Mr Speaker, the first service to launch on pay.gov.bm will be the ability to pay parking tickets online. This service was commonly mentioned in the Red Tape Reduction Consultation, and due to the stellar work of public officers, the Government will debut this new online convenience.

Mr Speaker, in the 2023 speech from the Throne, the Government shared our agenda to improve the delivery of government services. As a government, we recognise that our responsibilities go beyond legislation and policy; we also have an obligation to ensure that government services are delivered at a high standard. These services must be effective, efficient, and reliable, as the people of Bermuda deserve a level of service that matches our status as a premier international financial centre.

Mr Speaker, currently, to make a parking ticket payment, a person would have to visit the Dame Lois Browne-Evans Building, go through security, wait in line, and then provide the cashier with their ticket information and credit or debit card to pay. Now, any resident can simply visit pay.gov.bm, enter their ticket details, provide credit or debit card information, click submit, and the parking ticket is paid. Residents can enter their email address to get a receipt, but if they don't wish to share their email, they can save a screenshot for payment confirmation.

Mr Speaker, in line with cybersecurity guidance and protecting privacy, Honourable members and the public should know that no personal information, including credit card details, will be retained on Government systems or servers. Therefore, individuals will be asked to re-enter their payment information with every transaction.

Residents may have their payment information saved on their internet browser or phone, but it will not be retained in the Government system. To repeat, Mr Speaker, the new payment portal will not store the card details, name, or other personal details entered when processing a payment.

Mr Speaker, our vision extends far beyond paying for parking tickets online. Far too often, we hear the frustration of residents travelling to different government locations to ultimately pay the same government. In the future, we will expand these online payment capabilities to all government services, including customs payments at the airport. Our goal is to ensure that every payment to the Government can be processed online, making it as safe, seamless and efficient as possible.

Mr Speaker, I would also like to take this opportunity to announce an additional online service that has launched within the Ministry of Finance. During my time as Minister, quite a few Bermudians have questioned why they need to call the Department of Social Insurance to get their Social Insurance Number when this service should be available online. Mr Speaker, I agree, and the department, under the new Director of Social Insurance, was tasked with working with the Digital Transformation Team to launch this online service.

I'm pleased to share with Honourable Members that this service is now live, and all residents can search for their Social Insurance Number online. Residents can visit www.gov.bm, click on the link "Social Insurance Lookup Service," and use this new online service. This new service will make it easier for employers and employees, save time and reduce frustration.

The Department of Social Insurance is working to implement additional online services, and I look forward to updating this Honourable House on these new online services in the future.

Mr Speaker, as I close, I'd like to take this opportunity to thank the public officers within the Ministry of Finance, IDT, the Digital Transformation Team, the Accountant General's office, the Department of Social Insurance, and the Judiciary, under the leadership of the Honourable Chief Justice, for their hard work and efforts to launch these new online services.

Mr Speaker, the Government is committed to progressing our digital transformation journey, leveraging technology to make government services more accessible and user-friendly. This initiative underscores our dedication to serving the people of Bermuda better and our commitment to building a more efficient, responsive, and modern government for all.

Thank you, Mr Speaker.