



Dear Valued Client

Supporting you during COVID-19

The last few weeks has been unprecedented, with what is first and foremost a human tragedy, affecting hundreds of thousands of people across the world. The coronavirus, or COVID-19, is fast changing how we live and work and is having a growing impact on the local and global economy. This letter is intended to provide you with the confidence and hope that we can all overcome this scourge by working together.

Safrican is taking the outbreak of COVID-19 very seriously and our thoughts are with everyone affected. As a responsible corporate, we are very aware of the need to protect our staff while supporting our clients and intermediaries. We are prepared for the possible impact of the virus and would like to assure you that we have rigorous measures in place. Safrican is also well-capitalised, so be assured that we will honour all your valid claims.

Please note that we are implementing a range of changes, including remote working options in order to ensure we protect our staff while still providing clients with key services needed. The range of connectivity options available is not always under Safrican's control and this may have a negative impact on our ability to maintain the speed of our service.

Support and contact information

Enquiries: Please email us on service@safrican.co.za

Claims: Please email all claims to safclaims@safrican.co.za

Calls: Please call and leave your details on 011 778 8000 and we will be sure to return your call

We will do the very best we can under trying circumstances, and we thank you in advance for your patience and understanding. We are here for you.

Kind Regards

Lindi Dlamini
CEO

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