



COVID-19 IMPACT ON YOUR TRAVEL INSURANCE POLICY FROM BRYTE

18 March 2020

Dear Customer

Approaching risk with purpose is fundamental to our business and we are deeply committed to protecting our customers, partners and employees to ensure the sustainability of livelihoods. Now, more than ever, the risk that COVID-19 presents to humanity requires us all to be united and work together so that we can slow the rate at which this virus is spreading.

As a proactive business, we are consistently monitoring developments around COVID-19 and guidance issued by the World Health Organisation (WHO) and the South African Government. All decisions are informed by our policies and evolving guidance, while keeping the best interest of our customers, partners and employees, at heart.

We understand that for travellers, this is a time of great anxiety. Given the current restrictions imposed on international travel through the declaration of a state of disaster on 15 March 2020, many may be disappointed that their travel plans need to be cancelled. If you postpone your trip and the duration of the trip remains unchanged, we will change the dates of travel on your travel insurance policy certificate at no cost to you once you have rebooked your trip. Please take note that if you have claimed against your policy, this is not applicable, and you would need to purchase a new travel insurance policy.

We have also attached a FAQ document which responds to a diversity of travel insurance-related questions, for your information. Should you have any additional questions pertaining to your travel insurance policy please visit our website.

To protect yourself and those around you, we implore you to exercise the necessary precautions and to adhere to the guidelines from the WHO and the South African Government. A diligent emphasis on hand hygiene, respiratory hygiene and social distancing is key to reducing your risk of exposure and keeping healthy. That said, we have inserted below some links and advice which we hope you will find to be of value.

We encourage you to familiarise yourself with these guidelines and implement the advice provided.



- Click **here** for guidance from the World Health Organisation
- Click **here** for guidance from the South African Government

Please also make use of the WhatsApp line set up by the South African Government: Message "Hi" to 0600 123 456