

26 March 2020

## Service Providers – business continuity measures

### Dear Broker Partner

We are aware that the fulfillment of our claims service will be limited due to capacity constraints that may be experienced by our service providers. However, we would like to reassure you that we are monitoring the operations of our supply chain in respect of, for example, the sourcing of motor components and building materials as well as related services. We have put measures in place to ensure that, over the lockdown period, critical services are enabled and that the required support is provided remotely.

For essential services, we encourage you to seek the services of suitably qualified service providers to ensure that our mutual clients are not negatively impacted in respect of vehicle or property repairs. We recommend that you apply the same approach for the replacement of contents.

Our Claims Guide that documents the customer's claims journey and provides you with clarity around our processes, is attached for ease of reference. Please be aware that these processes remain unchanged as do the members of the claims team who are referenced in the Guide.

Should you have any queries, please feel free to contact us.

