



16 July 2021

Important message to our partners and brokers

We at Lombard Insurance Company extend our deepest sympathy to all of our partners and clients who have been adversely affected by the events of the last week. We decry the theft and willful destruction of property that has occurred, and we call on the government to restore the rule of law. During these dark days, we have also been encouraged by the many demonstrations of strength of civil society in South Africa.

The civil unrest has significantly impacted many of our mutual clients through both extreme asset loss and ongoing business interruption. While the underlying cost will take time to quantify, Lombard, our UMAs, and associated underwriting operations are committed to providing the necessary support to our broker partners and clients during the challenging weeks ahead.

We will be focusing on the efficient processing of claims associated with the civil unrest, and particularly the handling of SASRIA related claims. We wish to confirm that our various claims teams across our Partner Network are well positioned to handle claims that may arise and coordinate timeously and effectively with SASRIA.

In order to ensure the smooth processing of claims, please follow the established reporting channels on all claims with the claims team of your UMA or with Lombard Broker Partners.

We look forward to engaging with you as needed.

As always, please get in touch with us if you have any queries or concerns.

Best regards,

James