

25 March 2020

Dear Client

Following the address delivered by our President, Mr. Cyril Ramaphosa, on Monday, 23 March 2020 and the announcement of the lockdown period commencing, midnight 26 of March 2020, Hollard Group Risk would like to assure you that we are fully operational and are confident of our ability to provide uninterrupted service to all of our clients over this period.

We value relationships and will always have you at heart, as we review and update our business continuity plans in the context of the pandemic. These are unprecedented times and as we rethink, redesign and refine the way we work, rest assured that everyone at Hollard Group Risk is committed to making this work for all of our stakeholders.

There are lots of questions that still need to be answered, many of which we believe we have already anticipated and we are currently working on responses to these. You can expect a lot of communication from us in the next week or so, but what we do wish to assure you of is that we will respond to this challenge in a spirit of togetherness and consistent with the call made by our President.

We sincerely welcome your questions and feedback over this period, because we find ourselves in a situation which is new to us all and it is only together we will find the answers

For all questions and concerns, please do not hesitate to contact your Hollard Group Risk Relationship Manager.

Kind regards

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