



Dear Business Partners,

ISSUE 2

### RENASA SUPPORTS YOU DURING THE NATIONAL EMERGENCY.

The declaration of the national state of emergency and the imposition of the lockdown will have serious consequences for all South Africans. We have already informed you that, although working remotely, the team remains ready, willing and able to support you. Renasa will continue to function and provide you with all services, other than as may be curtailed by the terms of the lockdown. We will also continue to provide you with regular updates on our processes as we improve them to work even better in the changed circumstances.

#### **To help reduce the impact of the lockdown on your business and on our clients, Renasa advises you to:**

- Review all existing covers to ensure that no items are covered which were the subject of a previous claim and are no longer in our insured client's possession (for example, write offs not removed from cover in error).
- After careful consideration, reduce covers which are unnecessary during the lockdown. We will adjust premiums accordingly. Please keep in consideration that where assets are financed it may be a requirement of the financier that comprehensive cover remains in place.
- Keep a separate register of all covers reduced during the lockdown so that, when circumstances normalise, the relevant cover can quickly be reinstated.

#### **The priority for all of us is to ensure our good clients remain under cover in these troubled times.**

To this end, where necessary, Renasa is willing to engage, on application on a case by case basis, to avoid or deal with unnecessary unmet premiums.

Thank you for your continued support in these difficult times. Renasa's business exists exclusively to support our brokers and business partners. We wish you well during the lockdown, and remain available to assist you and our insured clients in any way we can.

