

Dear Valued Customer and Business Partner

SANLAM VIE Plc acknowledges that the outbreak of COVID-19 classified as a pandemic by the World Health Organisation (WHO), has raised concerns due its uncertain nature and unpredictable financial impact. The primary concern for clients and brokers, is the payment of claims arising from medical, death, disability, severe illness, and complications associated with COVID-19.

Sanlam will treat all claims in a fair and consistent manner and claims with respect to medical, death, disability and income protection will be assessed on their merits and against policy wordings and obligations.

Our standard life insurance contracts do not exclude pandemics and we will therefore honour claims arising from COVID-19.

Sanlam is best placed to provide clients the comfort and security in times of uncertainty and when there are events that have catastrophic impacts on individuals, family and the society at large. We are committed to continuously serve you throughout these difficult times as the financial security of our customers and partners remain our top priority.

We appreciate your understanding and partnership. Should you have any questions or queries please do not hesitate to reach out to us on our email address: infovie@rw.sanlam.com and/or our telephone number: +250 727 555 333.

Yours sincerely,




HODARI Jean Chrysostome
Chief Executive Officer

SANLAM VIE PLC

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ACCOUNTS SANLAM VIE PLC:

B.K. 00040-00047974-89; I&M Bank 20002069002; GT Bank 0211/0105017/001/5100/000; B.P.R 400100643710197; KCB 440 0111741; BANK OF AFRICA 20243013360
ECOBANK 6775011714; COGEBANQUE 130-1001142-11; CSS 7020069; ACCESS Bank 1002100100467602; UNGUKA Bank 10100444080010; EQUITY 4002200202125