

# [Customer Name] [Address] [Date]

Dear **[Customer Name]**

# Transfer of insurance policy from The Hollard Insurance Company Limited to Dotsure Limited

The Hollard Insurance Company Limited, ("**Hollard**") has made a strategic decision to work with Dotsure Limited ("**Dotsure**") on our direct personal lines and pet books of business, in a move aimed at creating a more sustainable and effective direct market strategy. This will see Hollard’s direct business move to the Dotsure licence.

Your policy with policy number [Policy Number] ([Product Name]) will transfer to Dotsure once the transfer has been approved by the Prudential Authority. Should you have any open claims with Hollard at the date of the transfer, the finalisation of such claims will be performed by Dotsure.

Dotsure is part of the Badger Group, (Badger Holdings - a specialised insurance and related services company), which prides itself on providing innovative insurance solutions, embracing technology and being there for their clients every step of the way. Dotsure is an insurer with an “A National Scale Claims Paying Ability” (rated by the Global Ratings Company in 2020) which values long-lasting relationships with its clients and partners.

We would like to assure you that your premium and all your benefits under this policy remain the same and all terms and conditions are unchanged. The transfer of your policy will happen automatically and you do not have to consent. If you, however, wish to make any objections regarding the transfer, you can do so by 31 May 2021, as explained in the attached document.

If you have any questions, please contact us on at [Policytransfer@hollard.co.za](mailto:Policytransfer@hollard.co.za), call us on 0860 123 3279 or go to [www. Hollard.co.za](http://www.m-sure.co.za/) for more information.

For your convenience, we have also attached more information relating to the transfer. Please make sure you read the attached as it includes more details on the following:

* The process that must be followed before the transfer can take place;
* Where to view some of the documents relating to the transfer; and
* Who to contact if you have questions.

Kind Regards