



# COVID-19 Virus

## What you need to know

Dear Client,

Global and local events related to the spread of COVID-19 are unfolding rapidly. Our daily routines have been disrupted by constant news reports on the latest developments and trends, as well as all the tips in dealing with the spread of the virus. We have no doubt that this has been extremely disruptive or rather overwhelming to you personally.

In light of this, we assure our clients and partners that you remain at the centre of our considerations and we are committed to meeting your expectations of us.

Our first priority has been to ensure the health and safety of our employees. We have initiated social distancing as well as remote working capabilities as a measure in our places of work. Currently, meetings and gatherings are conducted digitally to avoid interpersonal contact. Our staff have been provided with information and sanitising equipment to keep them safe. We will continue to roll out the necessary infrastructure to ensure that operations and servicing can continue uninterrupted.

Moreover, we have instituted wide ranging and non-negotiable travel bans both locally and internationally following the guidelines and rules set by the government and the World Health Organisation. By protecting and caring for our employees we are able to put you, our customer first.

Rest assured that there are plans in place to ensure that this is done effectively and efficiently. We will continue to put robust measures in place to ensure that we minimise disruption to business and continue to enable better futures. Our call centres and branches will make their best efforts to assist you. We will guide our customers and ensure that they receive the necessary uninterrupted service in these unusual circumstances.



We encourage all our customers to review and adopt our digital and telephonic offerings. It provides a convenient, safe and secure platform to fulfil your needs. Individuals can manage their policies from almost anywhere and at any time.

The following portals are available on our website [www.hollard.co.za](http://www.hollard.co.za) for your convenience, please click on the relevant link on the following page:

### Funeral

- [Self service](#)
- [Call Me Back](#)
- [Claims](#)

### Life, Disability and Critical Illness

- Telephone number: 0860 00 00 11
- [E-mail: lifeclientservice@hollard.co.za](mailto:lifeclientservice@hollard.co.za)
- Claims
  - Telephone number: (011) 547 7000 or 0860 000 789
  - [E-mail: lifecclaims@hollard.co.za](mailto:lifecclaims@hollard.co.za)

Hollard cares and we will keep you informed about your policy and our service changes throughout the course of this outbreak. Thank you for continuing to trust Hollard as your favourite insurer.

Regards,

Besa Ruele  
Hollard Life CEO

**Hollard.**