

27 July 2021

Dear Policyholders

RESPONDING TO LOSSES FROM UNREST AND POLITICAL RIOTING

As the dust settles on KwaZulu Natal and parts of Gauteng following the unprecedented level of civil unrest, our thoughts turn to how we recover and heal as a society. All of us, in some shape or form, have been left traumatized by the events of July 9 - July 19th 2021. Many have suffered deep trauma to your businesses and assets. For those of you who have, this letter is to help detail how we are moving forward to assist you.

We have had detailed sessions with our Sasria SOC partners over the past few days. Their commitment to ensuring that your claims are dealt with efficiently and effectively remain, and we will work closely with them, as well as your broker and underwriting intermediary, in this process.

NNAC has negotiated a mandate to settle claims up to a value of R1m including VAT. For claims above R1m including VAT these will be handled by Sasria, although we have the ability to make interim payments to policyholders to help with stock purchases and to get businesses operational again.

We will handle all your Material Damage, Stock and Motor Vehicle claims. Sasria will manage all Business Interruption claims directly.

What to do as a matter of priority if you have suffered a loss:

- ✓ Claims need to be **registered** as soon as possible, along with a **completed claim form**. Please consult with your broker and trusted underwriting intermediary on this. We have set up a dedicated email SasriaClaims@nnac.co.za for documents to be sent to us.
- ✓ Complete and return the **full documentation** which needs to accompany completed claims forms.

For Material Damage claims, the documents required are:

- Claim form / detailed description of loss (with date, time and location)
- Coupon
- Policy schedule
- Proof of premiums
- Supporting quantum documentation
- Proof of ownership (where necessary)

NEW NATIONAL ASSURANCE COMPANY LIMITED

An Authorised Financial Services Provider | FSP 2603
Field House, 25 Joe Slovo Street (Field Street), Durban, 4001
33 Oxford Road, Forest Town, Johannesburg, 2193

P O Box 1610, Durban 4000

Reg. Nr 1971/010190/06
www.nnac.co.za
Tel (031) 334 2000
Tel (011) 646 7456

Directors: M.S. Paruk (Non-Executive Chairperson) | Kalim Rajab (Managing Director) | M. Brewis | S. Budlender SC | N. Mandela | B.J. Mthembu | S. Naidoo | V. Ori | G.J. Pillay | M. Rajab | Company Secretary: G.J. Pillay

Stock claims must be proven with the utilisation of the following records (but not limited to):

- Financial Statements
- Accounting records
- Management Records
- Stock Take records
- VAT Returns
- Banks statements
- Physical Feasibility
- Sasria will only settle what you are able to prove

We, along with your broker and underwriting intermediary, are here to help.

M S Paruk

M.S Paruk

Non-Executive Chairman

Kalim Rajab

Kalim Rajab

Managing Director