



ISSUE 4

KEEPING OUR CLIENTS UNDER COVER DURING THE LOCKDOWN



We all appreciate the necessity for our clients to remain appropriately covered at all times. We also all appreciate that some clients will be particularly vulnerable to difficulty in paying their premiums during the lockdown.

Our recent FRESH AIR issue #2, RENASA SUPPORTS YOU DURING THE NATIONAL EMERGENCY, discussed a number of ways the impact of the lockdown on your clients and on your business could be reduced. Here are a few important points that specifically focus on the issue of keeping premium payments affordable.

- Please make sure that the cover a policyholder enjoys is appropriate during the lockdown. In other words, remove cover that is not critical during the lockdown period to assist in reducing premiums.
 - » Keep in mind that the lockdown, at this stage, is scheduled to end mid April and cover must be reinstated according to clients' needs once the lockdown is lifted.
- Remember: Renasa already offers as standard a 30-day grace period for unpaid premiums on both Personal Lines and Commercial Policies.
 - » Should a client have (or already had) an unpaid premium in April, they can pay a double debit in May and enjoy uninterrupted cover.
 - » Should a client have an unpaid premium in May, they can pay a double debit in June and enjoy uninterrupted cover.



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But what about a client that, due to the lockdown directly affecting his income, foresees trouble in meeting his insurance obligation in May (whether a single or double debit) and approaches you for assistance?

In such cases, please contact your local Renasa branch (via your Portfolio Manager) with the following information handy:

- Motivation regarding how the client's ability to pay is directly affected by the lockdown.
- The client's payment history.

Renasa will consider each request on a case by case basis and where justified structure a possible solution for the client.

It is important to understand that the aim is to assist individuals and businesses truly vulnerable to the risk of going without insurance cover during the lockdown entirely due to inability to pay premiums as a result of the lockdown. Appropriate payment arrangements will be considered where justified. Please note that such assistance is not available to help protect the profits of a business.

Your Portfolio Manager is available at all times to answer any questions you may have on this issue.

Thank you for your ongoing commitment and effort as we work together to find solutions in the best interests of our clients and our businesses.

Stay safe!



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