



Dear business partners,

ISSUE I

As we enter the 21 day lockdown, Renasa remains open for you.

We provide an essential service, and so have activated our business continuity plans. Even while working from home, we are open for business via email, mobile phone and virtual meeting technology. Additionally, we will remain in regular communication via this newsletter which, hopefully, will be a breath of fresh air in these challenging times. Keep safe and strong!

### The following services remain fully operational:

- Claims and incidental processes
- Emergency Assist services
- Underwriting services
- Premium collection and Claims payment

*Details and updates to processes, which may change as new challenges arise, will be communicated via this newsletter.*

Should you be unable to operate or experience any problems in rendering services to policyholders during the lockdown, please contact your local branch immediately for assistance.



**RENASA**  
INSURANCE COMPANY LIMITED

**THE BROKER'S BEST FRIEND**

### How to reach us

Our head office switchboard and all branch switchboard numbers remain operational.

Calls will be redirected to home offices and transferred from there:

- For Head Office, call +27 (0)11 380 3080
- For Branch Office contact details, including email addresses for Regional and Portfolio Managers, go to: <https://www.renasa.co.za/contactBO.html>
- For Representative Office contact details, including email addresses for Office Managers, go to: <https://www.renasa.co.za/contactRO.html>
- For Renasa Assist, call +27 (0)86 162 8328