

Sasria values you as a partner, as it embarks on the next chapter



17 September 2021

Dear Sasria Client,

There is nothing as heart-breaking as seeing something that you have put in toil, hard work and years to build while trying to generate revenue and change lives through job creation, being burnt to ashes in a matter of seconds.

This is the sad scenario dozens of our clients had to bear with. It's a scenario that still lingers as we keep our heads held high up, while we crunch the numbers, while we support our clients through this emotional turmoil.

That support could not have been possible if it was not for Sasria's Agents and Intermediaries. The immeasurable support, amid a storm never experienced not only in the insurance industry, but across South Africa, meant our clients came first. We continue to put them first.

As the accounting officer at the helm of Sasria, I have had to listen to heart wrenching stories of how clients suffered, how they are unsure of their next steps or the future of their businesses. There has been a lot of listening. A lot was learnt from these. We continue to learn. As we continue to listen and learn, we march into the future while we concurrently putting in the hours to support, value and avail our resources to you as Agents and Intermediaries, knowing the kind of value you bring to us as Sasria, and ultimately, our clients.

The July unrests did a lot of damage to our economic prospects. The journey to recovery has earnestly begun. As we embark on this journey, there will be doubt and misinformation in some quarters.

What these reports missed were key facts surrounding our business interventions, namely capital and reinsurance restructure, and that Government, as the sole shareholder, has committed to stand in as the entity's insurer of last resort. A key fact missed in those reports.

President Cyril Ramaphosa and Enoch Godongwana, the Minister of Finance, both made the commitment that Sasria will be able to meet all its policyholder commitments. Furthermore, the Parliamentary Standing Committee that is tasked with the Expropriation Bill that includes the R3.9 billion capital injection has confirmed that it is happy to support Sasria.

The National Treasury, announcing through various platforms, also indicated that they are ready to support Sasria with additional capital injection if required so, that the business can be able to pay all valid claims and be fully capitalised.

In these difficult times, Sasria is grateful for the continued, unwavering support by National Treasury. That support ensures we have enough liquidity covering all liabilities, as we embark on the journey of strengthening our solvency.

As an insurer, we are positive of the role we need to play as we embark on our next chapter. The last two months have shown and taught us to do better. We have worked hard in ensuring all our clients and partners are taken care of, and we will continue doing so, knowing a key role Sasria plays in South Africa.

We have learnt and unlearnt some lessons and are thankful to our shareholder and partners for the support and assurance they have given us in the last two months. By continuing to retain cover with us, our clients recognise the pivotal need of having this cover, and how it helps when needed.

Our clients have suffered a lot. It's the kind of suffering that have pained us. We are inspired by clients' will to get back on their feet. We are also grateful for showing us the way and bearing with us as we went through this difficult time. The gratitude we have surely extends beyond this claims period. We are partners in the rebuilding process, and we are more inspired to continue putting in the hard work, with you as our partner besides us.

Our commitment to honour all eligible claims continues. We have processed a lot of small claims, and a sizeable number has been paid.

Our focus in the next couple of weeks is as follows:

- 1) All valid claims below R1 million to be settled and paid in full by the end of September 2021, and our Agent companies are working extremely hard to make sure that we pay these claims as quickly as possible;
- 2) We are determined to settle 80% of all claims between R1 million and R30 million by the end of October 2021;
- 3) We have started paying interim payments as proposed by Loss Adjusters on all big claims (above R30 million), and we are determined to make sure that at least 30% of total claim value for big claims is paid in the next couple of weeks;
- 4) We are aware of the delay in the processing of claims' payments, we would like to assure clients that we have added resources; and
- 5) We are confident that in two weeks' time, we would have attended to all outstanding reports and made necessary payments.

Our role in the insurance industry would continue well into the future, we urge our mutual clients to continue and maintain their policies with us and would like to assure them of our determined resilience to maintain current excellent relations.

Sasria is part of the national agenda and will remain as such with you besides us as we reassure our clients of a secure future in South Africa.

Finally, we are aware of misinformation and disinformation reports doing the rounds. I therefore encourage you to be vigilant, never rely on 3rd party information that could be misleading and inaccurate. If in doubt, please do not hesitate contact us. We are at your service, always.

Kind Regards,

Cedric Masondo
Managing Director: Sasria SOC Limited