

## MEDWAY MARKETING (PTY) LTD COVID-19 LOCKDOWN BUSINESS CONTINUITY PLAN

Please be advised that Medway Marketing is not seen to be an “essential services” company and is thus closed for the lockdown period.

As of today, 26 March 2020:

- All new policy applications, received prior to 24 March 2020, have been processed.
- All new policy applications received since 24 March 2020 have been receipted into our system and will be processed on our return.
- All queries received to date have been responded to telephonically and via email.
- Requests for amendments to policies will be processed on or after the 17<sup>th</sup> of April 2020.

Where necessary, effective dates may be adjusted retrospectively.

Effective 26 March 2020, many personnel will be working from remote offices and the following services will continue to be available:

1. Services to our policyholders:

- Critical services will be available.
- Less critical services such as general enquiries and amendments to policies will not be processed during this time.
- In the interim, kindly email [customercare@medway.co.za](mailto:customercare@medway.co.za) and your query will be responded to as soon as possible.

2. Claims Administration services:

- Death claims in respect of upcoming funerals will be processed within 48 business hours, provided the claim form is properly completed and all required supporting documentation is submitted with the claim. Death claims should be sent to [claims@medway.co.za](mailto:claims@medway.co.za).
- New Short term (Gap) claims should be sent to [medwayclaims@ambledown.co.za](mailto:medwayclaims@ambledown.co.za). The Claims Administrators will confirm receipt and advise of any outstanding documentation.
- Short-Term (Gap) claims and Death claims already intimated will continue to be finalised. Communication in this regard will be sent to you. Please look out for emails pertaining to documentation still required or final statuses.

3. Emergency Contacts: (Please only call these numbers in the case of an absolute emergency and not for a general query)

- Rob Allam 084 207 8997
- Craig Ekermans 083 652 2292

Should the Lockdown period be extended, the same processes will continue to apply.