



A HEADS UP, from the head of SATIB

We thought the 3-week lockdown would be a challenge, then we got our heads around 6 weeks, and just when we thought we could see the light at the end of the tunnel, someone moved the tunnel!

Despite having the ability to send 30% of our team back to the office at any given time during Level 4 lockdown, we have decided to continue working from home. Not only will this hopefully be a small contribution to limiting the spread of the virus but our team believes they have had their most productive 6 weeks in a while, despite the many additional hours being spent on assisting our clients through this difficult time.

Much work is going on behind the scenes and in consultation with clients, to determine whether there is any way in which claims can be made as well as trying to tailor the premiums paid by clients during an unprecedented lockdown.

Some risks reduce during this period e.g. game drive vehicles not being driven, but other risks have been heightened e.g. Cyber Risk, Professional Indemnity Risk and Directors and Officers risk. Watch out for our newsletters, advisories, Facebook, LinkedIn, and Instagram updates on these subjects and please engage with your account executive.

Insurers are dealing with a period of having to review their policy wordings and provide the industry with a definitive stance on COVID claims. We are in daily contact to get further clarity.

For our tourism clients, SATSA is a great resource of up to date information on the COVID-19 virus and the effects it is having on the industry. They have great up to date input on their website.

<https://www.satsa.com/coronavirus-update/>

Times will change and there will be a new normal as there has been throughout history, and we plan to walk with our team and clients through the tunnel to towards the ever-shifting light.

We continue to wish every health and safety on you and your friends and family during this time

What has changed?



What has changed in the past few weeks is the insurance markets appetite for embedded Cyber Crime offerings. It used to be a cover that would be added to another underlying policy e.g. Home Insurance, your Business Insurance or Public Liability, to differentiate themselves from competitors' products.

[Read more](#)

D&O Insurance vs COVID-19 – we unpack some of your questions



Would Directors & Officers Insurance respond if I am held liable as a Director or Officer for loss suffered as a result of my acts or omissions during the COVID-19 pandemic?

Directors and Officers have had to make quick decisions in response to the dynamic nature of the COVID-19 pandemic. Due to the unprecedented nature of this crisis, there is concern that liability could arise as a result of the decisions taken and whether a D&O policy would respond.

[Read more](#)

A day in the life: A SATIB colleague's life during lockdown



There is no doubt lockdown can be a very testing period that puts strain on relationships and families who may be confined to limited spaces. This may be so, but I have used it as a wonderful opportunity to bond with my family, to reconnect leisurely with my siblings and parents in a way my usual busy schedule doesn't normally allow.

I live in a rambling old house with little nooks, crannies, and spaces in which I "hide" away when I need timeout from my children, the dog, two cats and my wife. I expected to be doing a lot of hiding during this lockdown period, but surprisingly I haven't needed to.

It's been an interesting five weeks for me without any domestic help at home. I've learnt how to separate the washing and do the laundry; I've become efficient at dishwashing and dog grooming too!

My son and I have cooked a few meals, we have baked (scones, a Madeira cake, and muffins) and we have a few more adventurous cakes planned.

We've also found that the lockdown is no excuse for laziness – a 5km run/ walk in a suburban garden is doable, albeit a huge test of patience!

In the past my wife and I did yoga, but separately and at different times as this suited our respective schedules, and my son couldn't be bothered and didn't see the point of it. Now we have a yoga session together in the mornings (which has been amazing) and then get ready for the workday and live streaming school.

We spend the days flat out on Teams/Skype/Zoom, telephone calls and emails, but in the evenings, we light the fire (it's getting colder in Johannesburg), my son plays us some music or we play a board game and have "real" conversations.

This is possible because we have slowed the pace of our lives down just a little and have more time without the usual social engagements or work commitments in the evenings.

I'm really enjoying this period and hope you are too. I urge you all to make the most of this time, take the chance to reconnect with friends and family, hit the reset button and choose how you want to live your life after lockdown and the Covid crisis.

What is covered by the optional 'Supplier/ Customers' extension under the Business Interruption section of a policy?



The optional Supplier/ Customers extensions on a Business Interruption policy is intended to provide cover to a Business in the event that the Business has Suppliers or Customers which are critical to the continued operation of the Business.

If a key Customer or Supplier of the Business suffers damage (as a result of an insured peril) then the Business would experience loss of income as a result and would require cover under the optional extension on their Business Interruption policy.

An example – Business X purchases steel from Supplier Y. Supplier Y is able to provide Business X with a good-quality class of steel within a fast turnaround time. There are no other suppliers able to provide the steel to Business X within the required turnaround time. If Supplier Y suffers a business interruption due to a fire and is unable to provide Business X with the required steel in the necessary turnaround times, Business X will be unable to operate at required capacity and will experience a loss of turnover as a result. Business X will therefore elect to take the Specified Customers' extension (noting Supplier Y as a specified customer) on its Business Interruption insurance to ensure that their loss of revenue will be covered in the event of an interruption in the business of Supplier Y due to an insured peril.

A Business Interruption policy can have Unspecified and Specified Suppliers or Customers as optional extensions however, the cover under these sections follows the definition of damage in the policy. As a result, the cover will only respond if the specified or unspecified supplier or customer has a loss which results from an insured peril (e.g. fire, water, etc.).