

20<sup>th</sup> May 2020



I hope this finds you and your families well under the circumstances.

Our teams have been working around the clock to ensure we meet your best interests. With that in mind, I would like to update you and provide clarity around some discussions that are circulating.

There is a rising tide within the tourism industry calling for a “Class Action” suit. Mention has been made on a number of forums and social media platforms about legal action and we would like to take this opportunity to comment on two of these “movements” or “group actions” currently in progress – SATIB and ICA (Insurance Claims Africa). Both movements are aligned and SATIB and ICA are working closely together on this.

While we (SATIB) have chosen not to define our efforts as a “Class Action” (we believe this to be incorrect terminology for the situation within which we find ourselves), we are involved in a group action by our interactions with Insurers and industry players to assist our clients.

Our accumulated client representation supersedes any other tourism related group action currently being discussed and, as dire as the current circumstances may seem, we believe we are in a favourable position to engage meaningfully with insurers. Although we are unable to make promises under the current circumstances, our longstanding relationships with the insurers enables us to engage with them meaningfully.

Thanks to your support over the years, SATIB has over 2000 clients in the tourism space and is fielding a huge number of claims. We are engaging with insurers at the highest level to, amongst other things; ascertain their requirements, obtain responses from our clients, and frame this situation more accurately and in more detail than what might be obvious to all.

We have obtained legal opinion from Senior Counsel, the details of which we hope to share with you early next week. We are considering, and continue to consider, our strategy as to how best we can assist you.

We are aware that certain of you are aligning yourselves with ICA in pursuing the matter. We have no difficulty with this and remain willing to do what we reasonably can to continuing supporting you regardless of whether you appoint ICA or not. We would gladly provide you with the necessary contact details of ICA should you wish to join the group or combined action.

We understand this process has been both lengthy and frustrating. We are at a critical stage now and ask for your continued understanding and co-operation with our claims team as we continue to approach insurers with our industries' position.

We undertake to inform you proactively of our actions and ask you to examine critically and constructively what you read on social media and other platforms.

SATIB is here because of your support. Our existence post-COVID will be determined by our actions today. You have our commitment that we are doing all we reasonably can to achieve a favourable outcome.

Yours in tourism,

Kind regards,

A handwritten signature in black ink that reads "Dewald Cillie".

**SATIB Insurance Brokers**  
Executive Head - SATIB