



Landmark

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4 Mei/May 2020.

Geagte Makelaar,

Ons Land is vir geruime tyd onderworpe aan 'n landswye inperking weens die COVID 19 Pandemie en spesifiek om die onbeheerde verspreiding van die virus teen te staan, terwyl die nodige mediese Infrastruktuur opgerig word vir die verwagte toeloop van gevalle. Die inperking het 'n ongekende druk op alle finansiële vlakke veroorsaak wat reg deur die samelewing in ons land gevoel word en na aanduiding vir 'n geruime tyd sal voortduur. Ons bly op hoogte van die Regulasies soos deur die Regering voorgeskryf asook die verskuiwing van die staat van inperking tussen die verskillende prioriteitsvlakke.

Landmark het na aanleiding van die inperking en die aard van ons spesifieke besigheid waargeneem dat daar 'n wesenlike afname in aangemelde eise is in spesifieke Motor kategorieë. Ons koppel die afname direk aan die huidige inperking maatreëls en die verandering wat dit op die gebruik van die voertuie meebring het.

Ons het met inagneming van die bogenoemde, besluit om premie verligting aan ons versekerdes te gee in die vorm van 'n terugbetaling van 15 % vir die maande van April en Mei 2020 op sekere Motor kategorieë, onderhewig aan spesifieke reëls soos aangedui in die aangehegte uiteensetting. (Verwys na AANHANGSEL A)

Dear Broker,

Our Country has been under a National state of Lockdown due to the Covid-19 Pandemic, with the goal of containing the spread of the virus, while gearing up and putting into place the appropriate Medical Infrastructure to accommodate the expected increase in positive cases. The Lockdown has led to all sectors of our Communities being affected financially and by all current indications, this will continue for the foreseeable future. We are staying abreast of the developments in regard to the different Levels of Lockdown and the Regulations as applicable to each level.

Landmark has taken note of the decrease in the number of received claims in specific Motor categories of our business, which we attribute directly to the Lockdown measures and the change in use of these vehicles.

In consideration of the abovementioned decrease, Landmark has decided to assist our Insureds with paying back 15% of the premium received on certain Motor categories for the months of April and May 2020, subject to the rules as attached. (Refer to ANNEXURE B)

Gert H.F. Henning

GHF Henning
Besturende Direkteur/Managing Director.

Directors: V Hayter (Chairman), G Henning (Managing Director), PJ Janse van Vuren, I Chindotana
Company Secretary: Statucor (Pty) Ltd





AANHANGSEL A

Landmark Covid-19 premie verligting – Vrae en antwoordblad

Wat is die motivering van premieverligtingsprogram?	<p>Die jongste eise inligting toon 'n afname in aantal eise wat ons gedurende die Covid 19 inperkings periode ontvang het.</p> <ul style="list-style-type: none">• Die vermindering van aantal voertuie op die pad sowel as die hoeveelheid kilometers wat gereis word gedurende die tyd het daartoe gelei dat die risiko profiel van sekere motors klasse tydens inperking verander het. Derhalwe het ons besluit om premie verligting te bied vir sekere motor klasse gedurende die tyd van inperking. <p>Kommersiële, landbouvoertuie (van enige soort en beskrywing) sowel as ander motor klasse is nie oorweeg vir die verligting nie. Die rede hiervoor is dat die risiko-premie op hierdie motor klasse nie op dieselfde basis bereken word nie en dat daar tydens inperking geen beduidende verandering in die risiko was wat verband hou met die dekking en dus geen premie verligting is op die items van toepassing nie.</p>
Wat wil ons met die program bereik?	<p>Die doel van die program is die volgende:</p> <ul style="list-style-type: none">• Ons wil versekerde voorsien van 'n risiko aangepaste premie wat van toepassing is op spesifieke motor voertuig klasse tydens die inperkingsperiode..• Ons wil graag premie-verligting aan ons versekerdes verskaf tydens inperking waardeur hulle moontlik finansiële verliese gely het weens verminderde ekonomiese aktiwiteite.• Ons wil kontantvloei hulp aan die ekonomie verskaf ten einde ons versekerdes in staat te stel om van hul verpligtinge na te kom en om kleiner gemeenskappe finansiëel aan die gang te hou, bv.Om boere in staat te stel om werkers gedurende hierdie tyd te betaal
Wat is die omvang van die premie verligtingsprogram?	<p>Die premie verligting is slegs van toepassing op privaat voertuie en LAWS (Bakkies) wat omvattend verseker is gedurende April en Mei 2020. In terme van die program sal:</p> <ul style="list-style-type: none">• Ons 15% van die maandelikse premie wat betaal/ontvang (op die gespesifiseerde items hierbo uiteengesit) vir April 2020 en Mei 2020 aan die versekerde terugbetaal.• Dit sal slegs van toepassing wees op omvattend-versekerde Privaat sedans en LAWS (Bakkies).• Ten opsigte van nie maandelikse polisse sal daar 15% van die pro rata maandelikse premie bereken word en dan terugbetaal word op hierdie items vir die maand van April 2020 en Mei 2020 op.• Verligting t.o.v. nie-maandelikse premie sal as volg bereken word: (Vooruitbetaalde jaarlikse premie/12x15%), (Vooruitbetaalde half-jaarlikse premie/6x15%), (Vooruitbetaalde kwartaalikse premie/3x15%) <p>Ten einde te kwalifiseer vir die verligting moet die polis sowel as items aktief wees op die datum van terug betaling.</p>



<p>Hoe sal die terugbetalingsproses werk?</p>	<p>Ons sal die lys van premies wat gedurende April en Mei 2020 gevorder is saam stel en dan 'n gedeelte gelykstaande aan</p> <ul style="list-style-type: none">• 15% van die premies wat ontvang is• op die omvattend versekerde• Privaat motors en LAWs (Bakkies)• op dekking• vir die toepaslike maand• terug betaal in die versekerde se bankrekening• van waar die debietorders gevorder is. <p>Hierdie betaling sal op of na die 10de dag van die volgende maand geskied. D.w.s. terugbetaling in Mei 2020 sal gebaseer wees op premie ontvang vir April 2020 periode..</p> <p>T.o.v. Flexi makelaars sal ons die totale premie-verligtingsbedrag bereken en dit dan op of na die 25ste van die daaropvolgende maand aan die Flexi makelaars oorbetaal. Die Flexi makelaar sal voorsien word van 'n gedetailleerde lys van die versekerdes en bedrae verskuldig aan elke polishouer.</p>
<p>Op watter afdelings en items sal die premieverligting toegepas word?</p>	<p>Die premie-verligting sal slegs op die volgende items toegepas word:</p> <ul style="list-style-type: none">• Private sedans (insluitend SUVs) en ligte afleweringsvoertuie (LAWs -bakkies)• Omvattend verseker vir die maand van April 2020 en /of• Omvattend verseker vir die maand van Mei 2020• Waar premie betaal is deur die versekerde en suksesvol ontvang was in die Versekeraar se rekening• vir versekeringsdekking vir die maande van April en/of Mei 2020 <p>Maandelikse en nie-maandelikse polisse sal vir die premie-verligting kwalifiseer.</p>
<p>Hoe sal die premieverligting bereken word?</p>	<ul style="list-style-type: none">• Direkte besigheid (debiet-order wat direk in die Versekeraar se bankrekening gevorder word) <p>Premie verligting sal gebaseer word op 15% van die maandelikse premie suksesvol gekollekteer ten opsigte van die kwalifiserende items. Ons sal 'n berekening doen op die direkte besigheid en betaal hierdie bedrag op of na 10 Mei 2020 vir April 2020 direk in versekerde se rekening.</p> <ul style="list-style-type: none">• Flexi besigheid (invordering deur agent en betaal premie oor aan versekeraar 15 dae na die maandeinde waarin die premie gevorder is) <p>Ons sal die bordereaux betalings van die Flexi makelaars nagaan en 'n soortgelyke berekening doen. Die totale bedrag verskuldig aan 'n Flexi makelaar se versekerdeversekerdes sal aan die spesifieke makelaar oorbetaal word wat dan van daar dit aan die kwalifiserende versekerdeversekerdes oorbetaal.</p> <p>In belang van deursigtigheid, te boek stelling van transaksies en behoorlike verantwoordings sal daar van die Flexi makelaars verwag word om ons skriftelik in kennis te stel dat die proses aan hulle kant</p>



	<p>afgehandel is en dat die ooreengekome premie aan die versekerdes terugbetaal is.</p> <p>Dieselfde proses sal gevolg word vir die premies wat gekollekteer is vir die maand van Mei 2020.</p>
<p>Kwalifiseer alle polishouers outomaties vir die premie-verligting?</p>	<p>Ons bied premie-verligting aan vir al ons versekerdeversekerdes met kwalifiserende items op hul korttermyn versekeringspolisse.</p> <p>Die enigste uitsonderings ten opsigte van bogenoemde is gevalle waar ons reeds ander verligtingsmaatreëls vir 'n versekerde voor die kommunikasie ooreengekom het.</p> <p>'n Lys van die versekerdeversekerdes sal bygehou word ten einde die gevalle te identifiseer.</p>
<p>Hoe sal makelaars se kommissie en van administrasie fooie beïnvloed word?</p>	<p>Daar sal geen impak op Kommissie en/of uitgekontraakteerde fooie (outsource fees) wat betaalbaar is aan ons makelaars of administrasie vennote nie. Die premie verligting sal dus geen impak op hierdie bedrae hê nie en die vergoeding sal gebaseer wees op die premie voor aftrekking van die premieverligting.</p>
<p>Sal daar ander vorme van verligting aan ons versekerdeversekerdes beskikbaar wees?</p>	<p>Ja, ons bly verbind daartoe om ons versekerdes te help in hierdie tyd. Indien 'n versekerde spesifieke behoeftes of versoeke het, sal dit op 'n individuele basis deur die normale kanale hanteer word.</p>
<p>Sal die premie verligting vir 'n langer tydperk verleng word?</p>	<p>In die stadium word daar nie 'n uitbreiding van die tydperk van verligting vir langer as twee maande oorweeg nie. Ons sal die situasie op 'n deurlopende basis evalueer, maar ons maatskappy moet verseker dat alle stappe wat ons neem, nie die volhoubaarheid van ons besigheid in gevaar stel nie.</p> <p>Ons verwag 'n styging in die gemiddelde eise koste in die toekoms gegewe die volgende redes:</p> <ul style="list-style-type: none">• Verswakking van die rand sal invoere baie duurder maak.• Diensverskaffers kan hul koste te verhoog om verliese gedurende inperking te verhaal bv. paneelkloppers en assessors <p>Ons sal moet verseker dat ons kostebestuur sorgvuldig bestuur word gegewe die huidige stand van die ekonomie.</p>



Annexure B

Landmark Covid-19 premium relief – FAQ summary

<p>What is the rationale behind the premium relief program?</p>	<p>Based on the latest claims information we have seen a decrease in number of claims reported during the Covid-19 Lockdown period.</p> <ul style="list-style-type: none"> We have also seen a decrease in risk profile on specific motor categories (Private motor vehicles and LDVs) because of less vehicles on the road and less kilometres travelled during this period. <p>We did not consider premium relief on commercial, other motor items and Agricultural vehicles of any type and description as the risk premium on these vehicles are assessed on a different basis. There was no significant change in the risk associated with the cover on these classes and therefore no premium relief.</p>
<p>What do we want to accomplish with the program?</p>	<p>The goal of the programme is the following:</p> <ul style="list-style-type: none"> We want to provide insured with a risk adjusted premium on specific motor vehicle classes during lockdown. We would like to provide premium relief to all our insureds during a time where they had or/could have suffered financial loss due to lower demand for their products <p>We want to provide cash-flow in the economy to enable our insureds to keep up with their commitments and to keep the economy on small scale running e.g. Enable farmers to pay workers during this time</p>
<p>What will the relief program entail?</p>	<p>The following will only be applicable on Private vehicles and LDV's with Comprehensive cover:</p> <ul style="list-style-type: none"> We will pay back 15% of the monthly premium to insureds which were collected/received (on the items specified above) for April 2020 and May 2020. This will only be applicable to PVT AND LDV'S that are insured Comprehensively. We will pay back 15% of the earned premium to insureds on non-monthly policies provided that the premium must have been paid and received in the insurer or his agent's bank account. Earned premium refers to the pro rata monthly premium paid for cover for the month of April and May 2020. Relief in respect of Non-Monthly policies will be calculated as follow: (Upfront paid Annual premium/12x15%), (Upfront paid Bi-annual premium/6x15%)



	<p>(Upfront paid Quarterly premium/3x15%)</p> <p>The premium relief will only apply to active policies and active items on the book at the date of payment of the refund and on which premium has been received.</p>
How will the refund process work?	<p>We will analyse the payments received during April and May 2020.</p> <p>A portion equal to</p> <ul style="list-style-type: none">• 15% of the premiums received• on the comprehensively insured• PVT motors and LDV's• for cover provided• in the applicable month• will be paid back into the insured's bank account• from where the debit orders were collected. <p>This payment will be made after the 10th day of the following month. I.e. Payment done in May2020 will be based on premium received in April 2020.</p> <p>On Flexi brokers we will aggregate the total premium relief amounts after the 25th of the following month and pay this amount to the Flexi brokers for their distribution. The Flexi broker will be provided with a detailed list of the insureds and amounts due to them.</p> <p>In the interest of transparency, record keeping and in keeping with due process, we would require Flexi brokers to confirm to us in writing that they had completed the action on their side and that the premium has been paid back to the insured.</p>
On which sections and items will the premium relief be applied?	<p>The premium relief will only be applied on the following items:</p> <ul style="list-style-type: none">• Private sedans (including SUVs) and Light Delivery Vehicles (Pick-ups)• Comprehensively insured for the month of April 2020• Where premium has been paid by the insured and successfully received in the Insurers account• for insurance cover for the months of April and May 2020 <p>Monthly and non-monthly policies will qualify for the premium relief.</p>



<p>How will the premium relief be calculated?</p>	<ul style="list-style-type: none">• Direct business (Debit order collected directly into the insurers bank account) Premium relief will be based on 15% of the monthly premium collected and received on the qualifying items. We will do a calculation on the direct business and pay this amount out on or after the 10th of May 2020 for April 2020.• Flexi business (Collecting agent pays premium to insurer 15 days after the month end in which the premium was collected) We will review the bordereaux payments from the Flexi brokers and do a similar calculation. The total amount due to a Flexi broker's insureds will be paid to the specific broker for distribution to the qualifying insureds. <p>The same process will be followed for the premiums collected for the month of May 2020.</p>
<p>Do all our policyholders automatically qualify for the premium relief?</p>	<p>We will offer the premium relief to all our insureds with qualifying items on their policies.</p> <p>The only exceptions would be where we have already agreed to other relief measures for a specific insured prior to this communication.</p> <p>Record will be kept of instances where insureds were previously assisted by the company and these insureds will be excluded from the premium relief program as set out in this document.</p>
<p>How will brokers of administration functions be impacted?</p>	<p>There will be no impact on commission and/or outsource fees payable to our brokers or administration partners. The premium relief will therefore not have any impact on these amounts and the remuneration will be based on the premium before deduction of the premium relief.</p>
<p>Will there be other types of relief available to our insureds?</p>	<p>Yes, we remain committed to assist our insureds during this time. If insured do have specific needs or requests, it will be dealt with on an individual basis through our normal business channels.</p>



<p>Will the premium relief be extended for a longer period?</p>	<p>We do not have the intention of extending the period of relief for longer than two months. We will assess the situation on a continued basis, but we will need to ensure that all steps that we take do not endanger the sustainability of our business.</p> <p>We do expect an increase in average claims cost going forward for the following reasons:</p> <ul style="list-style-type: none">• Devaluation of the Rand will make imports much more expensive.• Service providers might increase their costs to make up some of the lost ground i.e. panel beaters and assessors <p>We will need to ensure that we remain very diligent when it comes to our expense management.</p>
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