



## FOR PUBLIC DISCLOSURE

3 April 2020

Attention: Insured Members of FijiCare Insurance Limited (“FijiCare”)

### Suva Office Status Update

On 2 April 2020, the Fijian Government confirmed 2 new cases of COVID-19 within the greater Suva area. In order to contain the spread of the virus, the Government has imposed a mandatory lockdown period of 14 days, starting on 3 April 2020, in the greater Suva area. This includes shutdown of all non-essential businesses.

These are unprecedented times which present myriad challenges as well as the need to work together as a nation to combat the spread of COVID-19. In support of the Fijian Government’s advisory, FijiCare Insurance Limited is doing everything it can to assist in limiting the spread of the virus.

FijiCare has thus activated its Business Continuity Plan to cater for new and evolving developments within the greater Suva area. As FijiCare’s line of business is deemed an essential service by one of our regulators (the Reserve Bank of Fiji, as directed by the Fijian Government), our Suva office will be operating as follows until further notice:

- Our Suva offices at Level 4 (Microinsurance) and Level 9 (Medical insurance, and all other insurance products) at FNPF Place will be closed to the general public starting from 3 April 2020 and during the mandatory lockdown period;
- Our staff will be working remotely, however, staff in essential areas in which customer queries, claims and attention is needed will be working both from home and at the offices as and when the situation requires;
- The above protocols, established in line with FijiCare’s Business Continuity Plan, ensure that our customer service remains uninterrupted, whilst also safeguarding the health of our staff and reducing the risks of virus transmission to customers, staff, and the general public.

*“better health for Fiji”*



FijiCare prioritizes its customers and assures its customers that FijiCare employees have the capacity to work remotely. FijiCare is committed to continue providing excellent customer service, as such there will be no anticipated disruptions or delays in customer service.

Should you have any queries, please contact the following key contact people:

Subject Area	Staff Responsible	Contact Details
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FijiCare wishes you and your families good health in these trying times. It's in your hands to stop the spread of COVID-19 by taking necessary precautions.

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PETER MCPHERSON  
MANAGING DIRECTOR

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VICTOR ROBERT  
COMPANY SECRETARY

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