



## MARKET ANNOUNCEMENT

25<sup>th</sup> May 2021

### COVID-19 UPDATE

In response to the second wave of the COVID-19 pandemic, FijiCare Insurance Limited (“FIL” or “FijiCare”) provides an update to its previous announcement dated 26<sup>th</sup> April 2021. In support of the Fijian Government’s advisory, FIL is following all the safety protocols to stop the spread of the virus including work from home arrangements.

As part of essential services, FIL’s offices at Levels 4 and 9 FNPF Place, Victoria Parade, Suva have reopened following the recent lifting of the Suva-Nausori lockdown. The offices are operating with reduced staffing and enhanced safety measures in place.

During this period of unforeseeable challenges, FIL is prioritizing its insured members by committing to continuous and uninterrupted customer service. Insured members are encouraged to utilise online platforms including the FijiCare Mobile App for the lodgement of claims. Claims can also be lodged via email with supporting documents attached. Insured members may contact key staff via telephone or email for any queries. FijiCare is also in the process of introducing Telemedicine services which will enable FijiCare insured members to access consultation services with general practitioners and specialists in India as an alternative to in-person consultation. This will be an additional service for our insured members who would prefer medical consultations from the comfort and safety of their homes. More details will be announced in due course.

The future financial impact of COVID-19 is still not clear, and it is difficult to reliably forecast the effects on our operations and our financial position for the remainder of 2021. However, FijiCare is in a sound financial position and we are confident of being able to meet the challenges arising from this pandemic. At this stage, FijiCare is anticipating a delay in the conduct of its Annual General Meeting; details of which will be released in due course. We will continue to regularly update our shareholders and customers accordingly.

FijiCare wishes all Fijians good health and salutes the efforts of frontline workers in combating COVID-19. Please adhere to the safety protocols as announced by the Fijian Government and Ministry of Health. Please download the CareFiji app and keep it operational for the safety and well-being of fellow Fijians.

**#stayhome #downloadcareFiji #socialdistancing #staysafe #maskup**

Mr. Avi Raju  
Executive Director

Mr. Victor Robert  
Company Secretary

***“better health for Fiji”***