

11 October 2022

Constantia Insurance Company Limited (CICL) liquidation email addresses to use

To all Stakeholders

In our communication dated 07 October 2022 it was noted that we are we are putting in place various processes and procedures to ensure that all CICL liquidation related engagements are as effective and efficient as possible.

Please note the following:

1. For all queries and correspondence

We have created dedicated email addresses to assist with ensuring Stakeholders are able to channel their queries to the correct members of the liquidation team. Please do not use any other email addresses. Depending on the nature of your email, please select from the following:

Nature of engagement	Email address
For Partners and Policyholders to submit their insurance claims .	<ul style="list-style-type: none"> Personal lines claims – plclaims@constantiagroup.co.za Commercial lines claims – clclaims@constantiagroup.co.za Speciality business claims – speciality@constantiagroup.co.za
For insurance- claim related Suppliers	suppliers@constantiagroup.co.za
For Partners to submit claims for outstanding premium reconciliations, commissions, and fees	partners@constantiagroup.co.za
For all other creditors to submit non-insurance related claims	generalcreditors@constantiagroup.co.za
General queries or complaints	generalqueries@constantiagroup.co.za

2. For updates, the claims submission process and FAQ's etc.

Although we will periodically distribute email communications, please make us of the Constantia website at www.constantiagroup.co.za as the central point to obtain updates, details around processes such as claims submissions as well as FAQ's. The website will be updated in the next several days, thank you for your patience.

3. Constantia Life and Health Assurance (CLAH) and Constantia Life Limited (CLL) engagements:

For queries relating to CLAH or CLL please make use of the following email addresses:

Nature of engagement	Email address
Constantia Life Limited (CLL) Claims	claims@constantialife.co.za
Constantia Life Limited (CLL) Policy/General Queries	queries@constantialife.co.za
Constantia Life and Health (CLAH) Claims / General Queries	funeralclaims@constantiagroup.co.za

Regards

Mr. Cloete Murray and Mr. Zaheer Cassim
CICL Provisional Liquidators