



17th July 2020

There is no better characterisation of the last few months than the painstaking progress of one step forward and two steps back.

Earlier this week, after much confusion, the Ministry of Cooperative Governance and Traditional Affairs (CoGTA) promulgated (endorsed) new Regulations that now clearly state no leisure travel is allowed under law. This is a big blow to our industry, so much of which is barely managing to hold on.

And yet in other ways, we are moving forward. Last week, as promised, we submitted our proposal for **immediate interim relief** to prominent Insurers. The document outlines why this relief is so critical, what the impact has already been on tourism and hospitality, suggested mechanisms for relief and pointed out at length what is at stake if relief does not come urgently. It has always been abundantly clear to us that the majority of our clients' businesses will not survive long enough to hear the outcome of the court's decision, hence our consistent approach on this matter over the past months.

We have received feedback on our submission with a request to discuss the matter further. I know the prospect of further discussions does not elicit much reassurance at this point. It must feel like old news, what with all the various 'discussions' since March leading us in circles. But I sense the mounting pressure is working in our favour.

We are entering these discussions with two primary aims on which we will not—cannot—compromise: **action** and **urgency**.

We expect to reach an outcome in these discussions within the next couple of days. As our clients, you will be the first to know.

We have proven that our proposal—which lays out before insurers your need for immediate relief and the importance of a timely engagement between insurers, reinsurers, UMA's, Cell Captive Managers, the Financial Intermediaries Association (FIA) and Financial Services Conduct Authority (FSCA)—is more than compelling. To further motivate our call for action, we have been sharing our actions with the industry's brokers and presented our proposal as well to the FIA, who are engaging with the FSCA.

Encouragingly, the FSCA appear increasingly receptive to our industry's plight. This is off back of its announcement last week that the National Lockdown cannot be used by any insurer as grounds to reject a claim, and its promise to take action against those insurers who do not treat their customers fairly. What we need now is for the FSCA to challenge reinsurers who, insurers claim, are responsible for tying their hands in the matter thus far.

As part of our aim to re-imagine risk transfer for the future, we are holding a series of think tank sessions with the industry. We are seeking on-the-ground input to help us identify gaps in our offering and develop bespoke products and services.

This week's think thank session looked at how we can re-instill confidence in you and your guests and remove the fear surrounding issues like deposits, cancellations, and breakages in the value chain.

In addition, there is a very real fear around how to handle a guest or staff member who contracts Covid-19 while on your premises or under your care. For this, we are in the process of enhancing our [SATIB24](#) service.

Last week we shared a document with you outlining [first aid and personal protective equipment \(PPE\)](#) as well as where to find the required PPE on the national [PPE Marketplace](#). We will be putting together additional resources covering topics like sanitising rooms and vehicles, monitoring and self-isolating symptomatic guests and implementing engineering controls (e.g. physical barriers, ventilation).

But we would appreciate your input, and for this, we have put together (yet another, bear with us) [survey](#). It comprises a few short questions about your primary risk concerns and insurance/ incident management-related needs for the foreseeable future. Please consider taking a few moments to let us know how we can bring you greater peace of mind as you re-open your business.

Kind regards,

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

SATIB Insurance Brokers, Executive Head – SATIB