



24th July 2020

## **SATIB stands with #IAMTOURISM – Update from Dewald Cillie, Executive Head**

Guided by our unwavering pursuit of action and urgency, we are in the final round of discussions with prominent insurers regarding our proposal for immediate interim relief. As promised—as our clients, you will be the first to know when an outcome is confirmed.

Even beyond our efforts, there is evidence that a shift is occurring. While insurer Guardrisk (HIC) has indicated it will appeal the Western Cape High Court's ruling in favour of restaurant Café Chameleon, Guardrisk also said it is committed to implement relief measures that will enable its policyholders to weather this challenging time. These measures are yet unknown—but it is an encouraging change in rhetoric.

Likewise, the Financial Services Conduct Authority (FSCA), after making clear its view that the National Lockdown cannot be used by any insurer as grounds to reject a claim, is exploring alternatives to ensure that policyholders do not continue to suffer under extreme financial pressure, according to Makgompoti Raphasha, FSCA's Head of Insurance Supervision.

Much progress has been made; the urgent need for action is evident, and those who have the power to help some of our tourism and hospitality businesses survive, appear to finally understand. As SATIB, we will not cease until we are assured that our most vulnerable clients will receive some form of meaningful support.

Meanwhile, much of our industry remains closed until September or October (according to the recent Tourism Budget Vote speech). We know the frightening magnitude of this impact and what it means for our tourism and hospitality jobs and livelihoods. And we know that throughout this pandemic, the burden has not been evenly shouldered.

This is particularly true for women and youth, as tourism is a significant employer within these demographic groups (70% women and 60% youth). The industry also has high numbers of SMEs (49 000), high employment ratios of low- and semi-skilled people and by nature of its geographic distribution, generates economic activity, employment, and SME opportunities in rural and remote areas with greater need.

If supporting South Africa's women to become financially independent is among government's greatest priorities currently, denying the women and youth in tourism the ability to earn a living and support their families is the ultimate contradiction of that.

For these reasons, we heartily align ourselves with the **#IAMTOURISM** campaign. As we head into Women's Month (August), our SATIB women—who also comprise a significant portion of our dedicated workforce—and male allies will be adding their voices in solidarity to this important message.

If you too want to get behind #IAMTOURISM and help grab the attention of our government, please consider submitting an image of yourself showing the message of [#IAMTOURISM](#). The target is 3 000 images by Women's Day, 9 August. By emailing your image to [iamtourism.za@gmail.com](mailto:iamtourism.za@gmail.com), you agree for it to be used in social media and media.

With **action** as the operative word at the moment, [here](#) are five other small but impactful actions you can take today in support of our industry's women, youth, small business owners, and workers. Because, it can't be repeated enough, "Alone we can do so little, together we can do so much."

To that end, we also need your help as we re-imagine the future of risk transfer and incident management and continue to enhance our [SATIB24](#) service and response. We want to ensure that the products we offer work for you, adding true and tangible value. Please consider taking a moment to complete this [survey](#) (if you have not done so already) to let us know how we can bring you greater peace of mind as you re-open your business. It comprises a few short questions about your primary risk concerns and insurance/incident management-related needs as we enter this stage of 'new normal' and beyond.

Kind regards,

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

**SATIB Insurance Brokers, Executive Head – SATIB**