

Formal Notice

NOTICE OF THE TRANSFER OF A PORTION OF THE INSURANCE BUSINESS OF THE HOLLARD INSURANCE COMPANY LIMITED TO THE DOTSURE LIMITED IN TERMS OF SECTION 50 OF THE INSURANCE ACT

It is the intention of The Hollard Insurance Company Limited (registration number 1982/003004/06) ("**Hollard**") to transfer a portion of its insurance business to Dotsure Limited (registration number: 2006/000723/06) ("**Dotsure**") in terms of section 50 of the Insurance Act 18 of 2017 ("**Act**") ("**Proposed Transfer**").

The policies affected by the Proposed Transfer are direct personal lines business, being Petsure dog and cat policies sold direct to the consumer and specific motor dealer and motor and home intermediated policies. (Motorhappy, Liquid Capital and Bidvest Financial Services), underwritten by Hollard in South Africa. ("**Transfer Policies**").

The Transfer Policies together with all open claims made against those policies, will be transferred to Dotsure in terms of an Asset for Transfer Agreement concluded between Hollard and Dotsure ("**Agreement**").

Because the Proposed Transfer involves a transfer of the Transfer Policies from Hollard to Dotsure without the policyholders' consent, a detailed regulatory process is required in terms of the Act, which includes, amongst others, the approval of the Proposed Transfer by the Prudential Authority.

Once the Prudential Authority approves the Proposed Transfer, Dotsure shall be responsible for carrying out all the obligations of Hollard that relate to the Transfer Policies.

Documents relevant to the Proposed Transfer will be made available from [23 April 2021 until 21 May 2021] ("**Inspection Period**") on the websites of:

- Hollard (www.hollard.co.za); and
- Dotsure (www.dotsure.co.za)

Any person who has an interest in this matter may, within the Inspection Period, submit to the Prudential Authority representations about the Proposed Transfer. The representations must reach the Prudential Authority no later than [31 May 2021]

Please direct all queries to Hollard and Dotsure on 0860 123 3279 and/or by email to Policytransfer@hollard.co.za

Alternatively, please direct your enquiries to the Prudential Authority by email at SARB-PA@resbank.co.za.

Template letter to Affected Policyholders

[Customer
Name]
[Address]

[Date]

Dear [Customer Name]

Transfer of insurance policy from The Hollard Insurance Company Limited to Dotsure Limited

The Hollard Insurance Company Limited, ("**Hollard**") has made a strategic decision to work with Dotsure Limited ("**Dotsure**") on our direct personal lines and pet books of business, in a move aimed at creating a more sustainable and effective direct market strategy. This will see Hollard's direct business move to the Dotsure licence.

Your policy with policy number [Policy Number] ([Product Name]) will transfer to Dotsure once the transfer has been approved by the Prudential Authority. Should you have any open claims with Hollard at the date of the transfer, the finalisation of such claims will be performed by Dotsure.

Dotsure is part of the Badger Group, (Badger Holdings - a specialised insurance and related services company), which prides itself on providing innovative insurance solutions, embracing technology and being there for their clients every step of the way. Dotsure is an insurer with an "A National Scale Claims Paying Ability" (rated by the Global Ratings Company in 2020) which values long-lasting relationships with its clients and partners.

We would like to assure you that your premium and all your benefits under this policy remain the same and all terms and conditions are unchanged. The transfer of your policy will happen automatically and you do not have to consent. If you, however, wish to make any objections regarding the transfer, you can do so by [31 May 2021], as explained in the attached document.

If you have any questions, please contact us on at Policytransfer@hollard.co.za, call us on [0860 123 3279](tel:08601233279) or go to [www. Hollard.co.za](http://www.Hollard.co.za) for more information.

For your convenience, we have also attached more information relating to the transfer.

Please make sure you read the attached as it includes more details on the following:

- The process that must be followed before the transfer can take place;
- Where to view some of the documents relating to the transfer; and
- Who to contact if you have questions.

Kind Regards

Timelines

Item	Action	Date
1.	Initial discussion with the Prudential Authority in respect of the transfer of the Proposed Transfer.	7 July 2020.
2.	Follow up discussion with the Prudential Authority and Financial Sector Conduct Authority in respect of the transfer of the Proposed Transfer.	27 August 2020.
3.	Submit the following application forms (including annexures, e.g. Communication Plan, etc.) to the Prudential Authority: <ul style="list-style-type: none"> • Application Form IF024 • Application form IF021 collectively " application forms "	1 February 2020.
4.	Prudential Authority to consider the Application Forms and provide feedback on Communication Plan and other issues arising from Application Forms.	15 February 2021.
5.	An updated proposed Communication Plan, communication documents and timeline with comments received from the Prudential Authority and send revised documents to the Prudential Authority.	25 February 2021.
6.	Submit a full list of documents to be made available for inspection to the Prudential Authority.	4 March 2021.
7.	The Prudential Authority to provide in-principle approval of the implementation of the timeline and proposed Communication Plan.	16 April 2021.
8.	Prudential Authority to confirm the list of documents to be made available for inspection.	16 April 2021.

Item	Action	Date
9.	<p>Implementation and roll-out of approved Communication Plan.</p> <p>(One week period is provided for the printing and distribution of letters. This three-week period takes into account that the communication notices should reach the policyholders before the commencement of the Inspection Period).</p>	Commence 15 April 2021 until 22 April 2021.
10.	Documents made available on the websites of Hollard and Dotsure.	23 April 2021.
11.	Call centres of Hollard and Dotsure to become operational concerning complaints and/or enquiries received through the Hollard and Dotsure call centres in respect of the Proposed Transfer. Furthermore, Bidvest Financial Services will set up specific channels for policyholders to contact for complaints or queries. Petsure will also set up their own communications centre to deal with all pet-related complaints and queries.	With effect from 15 April 2021 until 31 May 2021. Excluding Saturdays and Sundays.
12.	Hollard and Dotsure to communicate with Affected Policyholders.	22 April 2021 until 13 May 2021.
13.	Submit notice for publication to newspapers as required by the Prudential Authority and as set out in the approved Communication Plan.	26 April 2021.
14.	The notice appears in newspapers as required by the Prudential Authority.	29 April 2021.
15.	The notice appears in Sunday newspaper as required by the Prudential Authority.	2 May 2021.
16.	Tear-sheets of all publications to be delivered to the Head of Hollard Internal Audit Function.	To be provided as part of the report on the implementation of the process. Collect from 3 May 2021.

Item	Action	Date
17.	Documents made available for inspection on the websites of Hollard and Dotsure from 23 April 2021 until 21 May 2021 (" the Inspection Period "), during which Inspection Period all persons who have an interest in the Proposed Transfer may make representations to the Prudential Authority.	With effect from 23 April 2021 until 21 May 2021. Excluding Saturdays and Sundays.
18.	Hollard and Dotsure Internal Audit teams to compile a report on the implementation of the approved policyholder communication plan.	With effect from the implementation of the communications plan on 22 April 2021 until 6 May 2021.
19.	Prudential Authority to deal with possible complaints and enquiries received during the Inspection Period .	With effect from 23 April 2021 until 21 May 2021.
20.	Heads Internal Audit Function of Hollard and Dotsure to review and report on the process.	From the implementation of the communication plan 22 April 2021 until 14 May 2021.
21.	Heads Internal Audit Function of Hollard and Dotsure to submit report with the Prudential Authority for consideration.	21 May 2021.
22.	Receive the Prudential Authority's written approval of the Application Forms.	15 June 2021.

Template Letter to Affected Policyholder via Intermediary

[Customer Name]

[Address]

[Date]

Dear [Customer Name]

Transfer of short-term insurance policy from The Hollard Insurance Company Limited to the Dotsure Limited

We have important news to share with you relating to your current insurance policy.

The Hollard Insurance Company Limited, ("**Hollard**") is strategically working with Dotsure Limited ("**Dotsure**") in direct personal lines, Pet Insurance as well as select intermediated motor and home markets in a move aimed at creating a more customer-focused and sustainable offering. This will see select Hollard business move to the Dotsure license of which your policy forms part. Hollard will be increasing its existing shareholding in Dotsure.

Your non-life policy with policy number _____ insured by Hollard and intermediated by _____ will transfer to Dotsure once approved by the Prudential Authority. Any open claim that is being processed by Hollard will also be transferred to Dotsure for completion.

Dotsure is an insurer with an "A National Scale Claims Paying Ability" (rated by the Global Ratings Company in 2020) which values long-lasting relationships with its clients and partners.

All benefits and your premium under this policy remain exactly the same and all terms and conditions are unchanged. Your broker will also remain unchanged and continue to provide the high level of services you have come to expect. The transfer of your policy will happen automatically and you do not have to consent to the transfer. However, if you wish to make any representations regarding the transfer, you can do so as explained in the attached document within the period as explained.

If you have any questions or comments, please contact *[your broker on _____]*. You are also free to contact us directly at the following email address (email) or telephone number (number).

We have also attached more information to this letter. **[Please note that a copy of the Frequently Asked Questions document (Annexe 5) will accompany each letter]**

Please read the attached notification for more details on:

- The process that must be followed before the transfer can take place;
- Where to view some of the documents relating to the transfer; and

- Who to contact if you have questions.

We look forward to the continuation of our relationship under the Dotsure banner and assure you of our best intentions at all times.

Kind Regards