

15 September 2021

Dear Customer

Transfer of insurance policy from Shoprite Insurance Company Limited to Centriq Insurance Company Limited

This communication is to inform you that your Consumer Protection Policies: All Risk Insurance and/or Extension of the Manufacturer's Warranty or Guarantee Policies insured by Shoprite Insurance Company Limited (registration number: 1948/030484/06) ("**Shoprite Insurance**") will transfer to Centriq Insurance Company Limited (registration number 1998/007558/06) ("**Centriq Insurance**") once such transfer has been approved by the Prudential Authority.

Centriq Insurance is a public company duly incorporated in terms of the Companies Act, and a licensed non-life insurer in terms of the Insurance Act, 18 of 2017.

Due to a change in the legislation the benefits currently provided in terms of the Consumer Protection Policies: All Risk Insurance and the Extension of the Manufacturer's Warranty or Guarantee Policy must be provided by a licensed non-life insurer (such as Centriq Insurance).

As such, it was agreed that your Consumer Protection Policies: All Risk Insurance and the Extension of the Manufacturer's Warranty or Guarantee Policy would be transferred from Shoprite Insurance to Centriq Insurance. All administration services in terms of your policy through Shoprite Checkers will remain unchanged.

Rest assured that all your benefits under this policy remain exactly the same and all terms and conditions are unchanged, save for some enhanced protections provided in terms of the applicable laws as set out in a letter attached hereto as Attachment 1. In addition, your premiums under this policy will not increase for a period of 12 months after approval of the transfer by the Prudential Authority.

REGISTERED OFFICE : CNR WILLIAM DABBS STREET & OLD PAARL ROAD, PO BOX 215, BRACKENFELL, 7561,
SOUTH AFRICA

DIRECTORS : M BOSMAN, R I COATES, A DE BRUYN, P A FAIRHURST, L HOFFMANN,
J C M WETHMAR



The transfer of your policy will happen automatically, and you do not have to consent to the transfer. If you however wish to make any objections regarding the transfer, you must do so by 7 October 2021 by contacting us as set out below.

If you have any questions, please contact us on 0861 00 88 61 or at policytransfer@shoprite.co.za for more information.

For your convenience, we have the formal notice of the transfer, together with a document titled *Frequently Asked Questions* relating to the transfer.

Please ensure you read the attached Attachment 2 and Attachment 3 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

Shoprite Insurance Company Limited