

Dear Valued Customer,

At Minet, the safety and well-being of our employees, customers and partners is always a priority, coupled with ensuring we continue to provide uninterrupted business-critical insurance services, regardless of the challenges we face. Minet is actively monitoring news and widely accepted recommendations relating to COVID-19/ Coronavirus and taking the necessary steps to help keep our communities safe.

The following presents Minet's course of action, in relation to the COVID-19/ Coronavirus:

1. Aligning with public health authorities

Minet has a team dedicated to how it deals with the pandemic, including a Business Continuity Plan to ensure the continuation of services. Minet closely monitors updates from trustworthy news channels, the Center for Disease Control and the World Health Organization. We will continue to seek guidance from respected agencies, public health officials and government, on an ongoing basis.

2. Protecting our employees and customers

As our employees interact with customers and the general public, Minet has taken steps to limit its staff's exposure to the virus. The following are restrictions that have been either implemented or recommendations proposed:

- Providing remote-work solutions – Minet staff will be working from home and utilize already provided systems and tools (connectivity, video conferencing etc.) to continue to perform their respective roles.
- Continue to reinforce safe behavior in every environment – Minet has increased the Office cleaning frequency and has provided hand sanitizers and masks.

3. Assisting our employees

Employees who fell ill have been told to not report to work and Minet encourages all staff that feel or show any sign of sickness, to consult their medical practitioner immediately. Should an employee be diagnosed with COVID-19 or is asked to self-isolate by a public health authority, Minet will assist the affected employee during the isolation process.

4. Our commitment to our customers and our communities

The role that Minet's network and supporting technologies play in how our customers operate, is critical. Minet continues to increase network capacity and invest in technology that meets the growing demands of our customers, which includes contingency plans to ensure service continuity. Despite the challenges that the Coronavirus present, Minet will be fully operational and available

5. What we ask of you, our Customer

Minet is taking every precaution to ensure the safety and health of our communities. If you are experiencing flu-like symptoms or have any reason to suspect exposure to the COVID-19 virus, immediately seek medical assistance.

We use this opportunity to confirm commitment to work with you to preserve your operations to insure wellbeing of your business and the country at large.

This is the information we have at present. Please see attached material for your perusal. Should we have further updates, we will communicate with you accordingly.

Most importantly, remember to stay safe and look after yourself / your loved ones.

We are reachable on the following:

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Yours Sincerely,



Ian Baigrie

Chief Executive Officer