

Our Ref: Circular 2021/2022

CONFIDENTIAL:

Friday, September 10, 2021

All Scheme Administrators

Dear Valued customer,

RE: DOVENEST LAST EXPENSE SCHEME RENEWAL & PREMIUM REPRICING NOTICE:

As Dovenest Insurance Brokers we remain committed to delivering the highest value and quality to all our customers. Thank you for your continued business and support so far in this period of extraordinary change globally.

We are writing to inform you that due to unprecedented death rates experienced in the past two years exacerbated by the COVID-19 pandemic, the premium bands of our Last Expense packages will increase effective 1st October 2021 for the scheme renewal period of cover as this is an industrywide response.

What happens next?

All covers taken and paid up by 30th September will be honored with pre-existing benefits schedules, terms, and conditions. However, the new premium bands will be applicable to new entrants joining after 30th September 2021 (attached elsewhere).

What do you need to do?

If your group was onboarded and you have not finished 12 months in the scheme, we have negotiated for members to have the opportunity to pay for the rest of the months to complete a 12-month cycle based on the old rates. For example, if you started in May 2021, the group would top up the premiums to May 2022 on the old rates after which you will renew on the new rates to be advised later. Additions will be charged prorated premiums based on this group date and their renewal will then fall on the same group date.

In your case, please pay your premiums please use the Liberty Assurance Company PAY BILL 201201 Account number DOVE/GROUP NAME/ID No. and, without fail, share the confirmation message to us by email.

We understand that premium increment is never ideal, and we have been working to avoid and minimize the extent of the same whenever we can. Should you have any questions or concerns, reach out to us via e-mail: info@dovenestinsurance.com and we will endeavor to address them.

We truly appreciate you for choosing us as your welfare partner and we look forward to servicing you even better by working with our providers to get you the most competitive terms.

Yours Sincerely,

Dovenest Insurance Brokers Limited

KENNEDY MONG'ARE MOGAKA.
CHIEF EXECUTIVE OFFICER