



Managing Director's Office  
Level 7 BSP Life Centre  
Private Mail Bag, Suva Fiji  
T +679 331 700 F +679 330 0920  
W [www.bsplife.com.fj](http://www.bsplife.com.fj)

20 March 2020

To: Our Valued Customers and Business Partners

Bula Vinaka,

**Re: Response to Novel Corona Virus (COVID-19)**

Greetings from the Team at BSP Life and BSP Health. We trust that you're in good spirits. This is an update to our communications released last Friday 13<sup>th</sup> March, noting we now have our first confirmed COVID-19 case in Fiji and the related measures announced by Government.

Staff and Advisor welfare, continuation of services to Customers, and external stakeholder engagement remain key priorities.

**BSP Life's Precautionary Measures**

We have implemented precautionary measures in all our offices to prevent the spread of COVID-19. Staff have been fully briefed on actions to take to safeguard their wellbeing and that of their loved ones. Staff communications include the advice and guidance of the Ministry of Health and World Health Organisation, a video on how COVID-19 is transmitted and simple measures to avoid contracting the virus, as well as on-site briefings by medical professionals.

**Business Continuity**

We have taken steps to ensure we continue providing our full range of services to customers to the best extent possible. We are putting in place flexible working arrangements in the event our Team needs to work from home or at an off-site location. We are also enhancing our digital capability to maintain services remotely without needing to meet customers face-to-face.

Some practical challenges with overseas border restrictions, airline flight cancellations, and the ensuing economic impact of COVID-19 will undoubtedly affect us all. Our Teams at BSP Life and BSP Health are here to assist as best we can. A reminder on how to contact us for assistance:

- via our Call Centre - 331 7000
- via our Benefits Management Team (for benefit payments or claims) on 326 1787 or email at [cmbenefitmanagement@bsplife.com.fj](mailto:cmbenefitmanagement@bsplife.com.fj)
- After Hours Service - 7024507
- Contact personnel –
  - Premika Shyam - 7024623. Ana Wara - 7024914.
  - Calvin Yee - 7024841. Atelina Muavono - 7024044.

Please stay safe. We will provide further updates as necessary.

Yours sincerely,

Michael Nacola  
Managing Director