



Dear Valued Customers

We hope that you and your loved ones are well and safe.

As announced by our Prime Minister yesterday, we have two new COVID-19 cases bringing the total number of cases to seven (7). Suva is in lockdown with Lautoka's lockdown anticipated to be lifted by Tuesday 7th April. Revised curfew hours are in force commencing tonight, Friday 03rd April, with restrictions between 8pm to 5am.

As an essential service, BSP Life and BSP Health, continue to operate offering all our core services. Our Customer Service centres in Suva, Nausori, Lautoka, Nadi and Labasa remain operational, however we strongly encourage customers to use our digital platforms. The use of our digital platforms minimises the potential spread of the virus. **If you haven't registered on our Customer Portal, you can do so by contacting our team and we'll get you started.** The portal (located on our website, www.bsplife.com.fj) gives you access to your policy information, allows you to lodge claims, or make requests for changes to your policy. You can also use our chat facility.

Alternatively, you can contact us on:

- Call Centre: 132 700
- Email: bula@bsplife.com.fj
- Medical Emergency 24/7: 702 4507

Your insurance policy is a valuable asset for you and your loved ones particularly in times like these when financial security is critical. We understand that some customers are directly affected by the current crisis and due to reduced hours of work or temporary lay-offs are unable to meet premium payments. We are here to help. Our team is on standby to see how we can assist you maintain your policy and the benefits you have worked hard to secure.

If you need help please call our team below who is on standby to assist:

1. Kilive Naloli - 326 1607
2. Kaushal Kumar - 326 1309
3. Karupe Taoba - 326 1707

We wish you and your loved ones a safe weekend.

Yours faithfully

Michael Nacola
Managing Director

A member of the BSP Group

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