

COVID-19 - BIC Communication to Stakeholders & Partners



Message from BIC CEO,
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Joseph Campbell, an
American professor of
literature, wrote

**"We must be
willing to let
go of the life
we have
planned,
so as to have
the life that is
waiting for us".**

Today, these words have never rung so true as now, when we are faced with one of the most serious global pandemics in the world to date.

The Botswana nation has demonstrated great foresight and resilience towards the effects of the COVID-19 outbreak.

Botswana Insurance Company has been monitoring the growing spread of the COVID-19 virus within our region, and whilst Botswana has not reported any COVID-19 cases, we believe that as a responsible and caring employer and risk mitigation partner to our clients, we have explored a number of initiatives that will help reduce the risk of a COVID-19 outbreak, as well as maintaining our business services to help protect our clients from the ongoing risks that they are faced with on a daily basis.

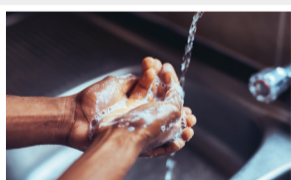
In this respect, Botswana Insurance Company will be introducing the following actions:

1. BIC has introduced two shifts, which will reduce the number of staff on the premises without compromising our service delivery to our clients and business partners.
2. Regular communication with our staff regarding updates on the COVID-19 pandemic, as to ensure we are all fully apprised with the latest information and recommendations from the "World Health Organisation".
3. Hygiene and Health has been identified as one of the most effective ways of limiting the spread of COVID-19. BIC premises have been kitted with a number of sanitisers, that are available to staff and clients to ensure that the virus is not spread through contact. Our premises are also regularly cleaned and key surfaces wiped down to further limit the spread of any bacteria or germs. In addition to this, temperature readers will be introduced to screen staff and clients entering our building on a daily basis. Staff or clients displaying abnormally high temperatures will not be allowed access to our premises and will be asked to seek medical advice. Regular updates on COVID-19 "Best Practices in the Workplace" will be provided to our staff by trained medical personnel on a regular basis.
4. BIC has further introduced a well structured approach to "Business Continuity" and detailed planning has already taken place to ensure that we have provided for any possible scenarios linked to the various stages of a potential COVID-19 outbreak in Botswana. Our staff and management teams are in constant communication as to respond immediately to any event should it occur.
5. Digitalisation has been identified as one of the key enablers to servicing clients during a global crisis of this magnitude. BIC is well prepared to assist clients to interact and transact with our organisation. Recently, we launched our new website www.bic.co.bw which has the functionality to apply for an insurance quote, as well as submit a claim.
6. For all enquiries the below email is available to clients: enquiries@bic.co.bw
7. BIC can also be contacted directly on **360 0500**
8. BIC has also been in contact with our Broker partners, and a number of key actions have been adopted to prevent any disruptions in the supply of key insurance services to our mutual clients so as to ensure that they are adequately covered in terms of their insurance policies.

As clients and business partners, you can be ensured of our continued support to assist you in managing your personal and business risks.
"Ikanye Poo" - Trust the Bull.

Department	Email	Manager	Cell No.	Email
Claims	claims@bic.co.bw	Advise Fele	77 619 357	advise.fele@bic.co.bw
Motor Claims Centre		Pako Baitsile	71 382 575	pako.baitsile@bic.co.bw
Underwriting				
Special Underwriting	ptspecialised@bic.co.bw	Nokuthaba Mtunzie	71 403 073	nokuthaba.mtunzie@bic.co.bw
		Mathogonolo Leoketsa		mathogonolo.Leoketsa@bic.co.bw
Commercial & Personal Lines		Betty Togarasei	71 319 217	betty.Togarasei@bic.co.bw
Personal Lines	personalLines@bic.co.bw	Chendzimo Ditlhabi	77 663 371	chendzimo.Ditlhabi@bic.co.bw
Commercial Lines	commercial@bic.co.bw	Mosimanegape Lekopanye	71 552 471	mosimanegape.Lekopanye@bic.co.bw
Back Office		Kaboyaone Plaatje	71 446 344	kaboyaone.plaatje@bic.co.bw
IT Support	BICIT@bic.co.bw	Thabiso Oabile	75 905 853	thabiso.oabile@bic.co.bw
Finance		Kago Kimane	71 366 960	kago.kimane@bic.co.bw
		Lechedzani Kenosi	76 510 586	lechedzani.kenosi@bic.co.bw
Sales & Marketing		William Surmon	77 813 607	william.surmon@bic.co.bw
Customer Complaints	ceo@bic.co.bw	Boineelo Khowe	74 321 006	boineelo.khowe@bic.co.bw

Basic protective measures against the new coronavirus



Wash your hands frequently

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.

Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.



Maintain Social Distancing

Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing.

Why? When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.



Avoid, Nose and Mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.



Practice Respiratory Hygiene

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

Why? Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.



If you have fever, cough and difficulty breathing, seek medical care early.

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.



Stay informed and follow advice given by your healthcare provider.

Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority or your employer on how to protect yourself and others from COVID-19.

Why? National and local authorities will have the most up to date information on whether COVID-19 is spreading in your area. They are best placed to advise on what people in your area should be doing to protect themselves.



Making life better

Contact our office @ **+267 3600 500**
or visit www.bic.co.bw for more information.

A member of the BIHL Group

