

2020/04/09

Dear Discovery Funeral Plan Holder,

Discovery's support for you during the nationwide COVID-19 lockdown

President Ramaphosa announced wide-reaching and important measures to ensure that South Africa is positioned to manage the COVID-19 pandemic. The steps announced are critical to 'flatten the curve' and reflect global best practice in how we, as a nation, address the challenge.

As Discovery, our core purpose of making people healthier and enhancing and protecting their lives is more important than ever. The COVID-19 pandemic is an unprecedented challenge, but one that also gives us a rare and unique opportunity to make a real impact and difference to our clients and South Africa as a whole. We are completely committed to this.

You are still fully covered

Rest assured that you and all your insured family members are still covered for all valid death claims during this time, no matter if the death was caused by COVID-19 or not. Please refer to your policy schedule for details of the cover amounts for each of the insured persons on your Discovery Funeral Plan. The normal waiting periods still apply for COVID-19 deaths.

How to submit a claim during this time

If you or your **beneficiaries** need to report a claim, please **contact your financial adviser** for assistance. Our offices are currently closed and there will be no walk-ins during the national lockdown.

Otherwise, you can contact us using the same channels as before:

Telephone	Claims: 012 348 8310 (Option 1)	Policy queries: 0860 37 20 30
Fax	086 514 1115	
Email	claims@phakama.co.za	

You will then be sent the forms that you need to complete. You must let us know of the death of an insured person within three months. All relevant claim documents must be completed within three months of the death of the insured person. We pay claims within one working day after we receive all the necessary documents.

We hope that you and your family will stay safe and healthy during this time.

Discovery Life