



## Support to Policyholders

Information relating to the COVID-19 situation and FEM's operations during the lockdown was sent out in a circular on the 24<sup>th</sup> March 2020. More information is available on our website at [www.fema.co.za](http://www.fema.co.za) and on [FEM COVID-19 RESPONSE](#).

In addition, the deadline for Return of Earnings (ROE) was extended to 31<sup>st</sup> May 2020, while the deadline for payment of premiums to be eligible for rebates was extended to 31<sup>st</sup> August 2020. More information is available on our website and on this link: [STAKEHOLDER EXTENSION COMMUNICATION](#)

Further to the above, FEM understands that policyholders may be faced with cash flow and liquidity challenges, and as a result further relief will be offered to policyholders in the following ways:

- Policyholders may elect to pay annual premiums monthly, with the premium due by no later than 28<sup>th</sup> February 2021 (i.e. settlement by the end of the 2020 assessment year). Policyholders who would like to exercise this option are invited to contact FEM's regional offices. Policyholders will be required to submit an acknowledgement of debt to be able to pay their annual premiums monthly.
- Annual rebates will be paid after the end of July 2020, (as opposed to October 2020). To qualify for rebates, the following requirements need to be met:
  - Submission of ROE by no later than 30<sup>th</sup> June 2020 (further extended from 31<sup>st</sup> May 2020); and
  - Any amounts outstanding relating to prior years to be settled by no later than 30<sup>th</sup> June 2020.
- Annual rebates due to qualifying policyholders will be converted to a credit towards their 2020 premiums, to the extent of a premium due balance. If any credit/excess balance remains, this will be paid to the policyholder.

Please feel free to contact us on 011 359 4320 or [Backoffice@fema.co.za](mailto:Backoffice@fema.co.za) for any clarification or further information you might require.

Yours faithfully,

FEM Management

