



Association des Assureurs du Rwanda
(Membre de la Chambre des Institutions Financières)

PUBLIC NOTICE

Following the Prime Minister Instruction to curb and limit the spread of the Covid-19 Pandemic, the Association of Rwanda Insurers (ASSAR) is committed to abide by the Government measures and recommendation to protect their staff and Customers.

It is in this regard that ASSAR informs the Customers of Insurance Companies and the General Public of the following:

- 1) Offices of all Insurance Companies and their Branches shall be closed during the lockdown period;
- 2) Insurance Companies have set up communication channels and online platforms where designated staff will be serving Clients from their homes. Customers are requested to channel their requests or claims through emails and telephones that were communicated by each Insurance company.
- 3) Services that require physical inspection or assessment will be delivered after the lockdown period.
- 4) Policy documents, certificates, cover notes and other administrative documents signed electronically and delivered online during the lockdown period shall bear and have full value and legally binding; provided that implied obligations of each party have been fulfilled.
- 5) For any assistance or guidance, please contact the following numbers:
0788304577/0788300310

Done at Kigali, on 27 March 2020.

Gaudens Kanamugire
Chairperson of ASSAR