

28 October 2022

**Constantia Insurance Company Limited (CICL) Liquidation update - How to Claim and access to Partner Insurance Claim data**

Dear Partners, Suppliers

We thank you for your patience whilst we have been implementing various processes and procedures. This communication is to provide additional detail pertaining to the Claims process as well as a request to Partners to enable access to important CICL claims data.

**The Claims process:**

The key points are noted below however, please visit [www.constantiagroup.co.za](http://www.constantiagroup.co.za) for the detailed processes and information pertaining to payments. **Please note that all Insurance Claims must be submitted by no later than 30 November 2022.**

1. The first step is to determine what type of Claim you have – an Insurance Claim or a Non-Insurance Claim.
2. **Register an Insurance Claim** – Partners or Policyholders must follow the process below:
  - a. Submit their claim information to one of the email addresses noted below.
    - Personal lines claims - [plclaims@constantiagroup.co.za](mailto:plclaims@constantiagroup.co.za)
    - Commercial lines claims - [clclaims@constantiagroup.co.za](mailto:clclaims@constantiagroup.co.za)
  - b. Once your insurance claim has been processed you will receive a Validation of Loss (VOL) document which is the basis for your Liquidation Claim against the Estate of CICL
  - c. Once the VOL is received, register a Claim against the Estate of CICL via the Claims portal that has been created at [www.constantiagroup.co.za](http://www.constantiagroup.co.za)
3. **Register a non-Insurance Claim** – General Creditors or Suppliers must follow the process below
  - a. Go directly to the Claims portal at [www.constantiagroup.co.za](http://www.constantiagroup.co.za) and register a profile
  - b. Once you have registered and activate a profile, register a Liquidation Claim against the Estate of CICL
4. **Claims payment process** – there will be a meeting(s) of creditors convened by the Master of the High Court. All Registered creditors will receive circulars notifying of the dates and times and will be required to prove their Claims at this meeting.

## **Access to Off-Platform Partner Insurance Claim data**

To expedite matters to the benefit of all stakeholders and to deliver on our mandate from the Prudential Authority, we require access to several sources of data on our Partners systems.

Please ensure that our Claims and Quality Assurance Teams are given access to the information detailed below **by no later than 31 October 2022**. We will contact you directly to make the necessary arrangements.

- Claims data system (including payment history)
- Claims files

We thank you for your co-operation in this matter.

Regards

**Mr. Cloete Murray and Mr. Zaheer Cassim**  
**CICL Provisional Liquidators**