

23 March 2020



Following our announcement of the 3-month premium relief available to Bryte Hospitality customers, with immediate effect, please note the following:

- Hospitality customers have the option of either delaying their premium or paying back their premiums over a stipulated period of time.
- Please review the enclosed details about the options available together with the frequently asked questions.

As always, we remain committed to supporting the resilience of your business and that of our Hospitality industry customers. Should you have any queries or suggestions, please feel free to contact your Bryte representative or email us on [hospitality.info@brytesa.com](mailto:hospitality.info@brytesa.com).

Wishing you and your loved ones' good health.

Keep safe,

Lana Mizen  
Head of Hospitality

## Applicable to BnB Sure; Boutique Stay; Wine, Dine & Leisure; and Tours & Transfers policies

### 1. Objective

- a. This initiative strives to support small and medium-sized hospitality businesses with payment relief for up to 90 days.
- b. To support hospitality customers with cash flow relief in respect of insurance premium for up to 90 days.

### 2. Eligibility

- a. Bryte's hospitality customers based in South African based.
- b. Turnover of **less than R1 million** per year, subject to the Business Interruption Section or evidence provided by the policyholder.
- c. The customer has a policy with our specialised Hospitality division: BnB Sure; Boutique Stay; Wine, Dine & Leisure; or Tours & Transfers.
- d. The hospitality business is in good standing (i.e. no history of non or late payment of premiums; full compliance with policy terms, e.g. risk improvement actions).

### 3. Payment options

- a. April premiums have already been sent to the bank for payment collection. The payment options will therefore only be effective for the premium payment in May.
- b. Three payment options:
  - i. Customer pays 50% of the monthly premium over 3 months as per normal, and the balance to be paid over the following 3 months
  - ii. 100% premium relief for 3 months, paid back by double premium for the following 3 months
  - iii. 100% premium relief for 3 months, paid back over the remainder of 2020
- c. Customers, opting for one of these options, will be required to complete an Acknowledgement of Debt form, with your assistance. This can be obtained from your Hospitality underwriter and will serve as your commitment and that of our customer to honour the terms and conditions applicable.

#### 4. Practicalities

- a. The policyholder will remain responsible for the payment of premiums (in order to ensure ongoing cover). A signed acknowledgement of debt is required between the policyholder, the broker and Bryte.
- b. There will be no commission payable on a policy where the payment relief option is in place. Commission will become payable once premium collection has taken place.
- c. Bryte will ensure that the relevant VAPS cover remains in force during the payment relief period.
- d. Should a claim arise during the payment relief period, the outstanding premium will be off-set against any claim payable. Alternatively, the claim will only be settled, once the outstanding premium has been paid in full.
- e. These options are available for policies administered Bryte only.

#### 5. Terms and Conditions

- a. This is a voluntary offer from Bryte which can vary from time to time.
- b. All customer queries can be referred directly to [info@olivebrokers](mailto:info@olivebrokers) or 011 462 3393



## Frequently Asked Questions

**Is this blanket relief or is each case reviewed on merit?** Each case will be reviewed on merit with those in good standing and with a turnover of **less than R1 million** per year qualifying for the 3-month premium relief.

**Will broker commission be paid during this 3-month period?** No, broker commission will not be paid in respect of individual policyholder who choose to take advantage of the payment relief.

**Will the premiums be written off for this relief period?** No, the insured can opt to pay the premium in one of three different pay-back options.

**What documents would the insured be required to submit or complete?** An Acknowledgment of Debt form will need to be completed and signed by the insured, broker and by Bryte.

**Will claims still be entertained during this payment relief period? / If a claim occurs, will the premium outstanding be deducted from the claim payment? / If the insured has a claim under the Business Interruption section (cancellation beyond the control of the guest) will they still qualify for premium payment relief?** Yes, should a claim arise during the payment relief period, the outstanding premium will be off-set against any claim payable. Alternatively, the claim will only be settled, once the outstanding premium has been paid in full.

**As a broker, I have restaurants on my group scheme, do these policies qualify for the premium payment relief?** Unfortunately, the payment relief option applies only to clients who have a Bryte Hospitality Policy.

**An insured opts to take the premium payment relief option, signs the acknowledgement of debt and is forced to shut their doors. How will Bryte recover the premium?** Bryte will exercise the legal remedies available to it.

**Is an insurance company allowed to provide premium relief?** The National Credit Act, specifically S8(2)a, carves out what is permitted. An agreement, irrespective of its form, is not a credit agreement if it is a policy of insurance or credit extended by an insurer solely to maintain the payment of premiums on a policy of insurance.