

Your reference

Our reference

Date 28 November 2016

Regulators Approve Fairfax Financial Holdings Acquisition of Zurich South Africa

Zurich Insurance Company
South Africa Limited

15 Marshall Street
Ferreirasdorp
Johannesburg
2001

PO Box 61489
Marshalltown
2107

Telephone: +27 (0)11 370 9111
www.zurich.co.za

Dear Valued Customer

I am pleased to let you know that, effective 8 December, Zurich Insurance Company South Africa Limited (Zurich South Africa) was acquired by Fairfax Financial Holdings. This means that we are no longer affiliated with Zurich Insurance Group. We will, however, trade using the Zurich brand until we launch our new brand in 2017.

Despite the change in shareholder, I wish to assure you that there will be no impact in terms of the service we provide to you, our valued customer. In addition, your policy terms and conditions as well as the cover you currently receive will remain unaltered.

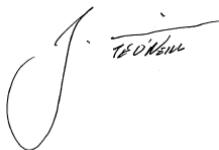
As our journey with a formidable global insurer comes to an end, we are gearing up for a new beginning. These are very exciting times for our business and we look forward to developing value added products and services that will not only meet but exceed your expectations.

Should you have any queries, please contact your broker or send your queries through to corporate.communications@zurich.co.za.

Regards

Directors:
DD Mokgatle (Chairman)
JE O'Neill (CEO)*
Y van Dyk*
P Manley#
MN Mbekeni[†]
C Molepe*
SG Morris[†]
JM Vice[†]

&Non-Executive *Executive
#Irish



Edwyn O'Neill
Chief Executive Officer
Zurich Insurance Company South Africa Limited

Company Secretary: T Heydenrych

Registration No. 1965/006764/06
Authorised FSP No. 17703
VAT Registration No. 4530103581