

Message from Mr. Tan Yeow Hau, CEO of Grand Guardian Nippon Life

Monday, 23 March 2020

Our commitment to serve and protect customers during the COVID-19 outbreak

Dear valued client,

With the increasing severity of the COVID-19 outbreak globally, I want to reach out to you personally to assure you that we remain committed to serving your insurance needs, and to share updates on our response.

The government and healthcare sector have been working hard on the frontline to contain the possible spread of COVID 19 within Myanmar. While Myanmar is blessed to have zero reported case as of 22 March 2020, we should not be complacent and take necessary precautionary measures.

GGI Nippon Life is a joint venture between Grand Guardian Insurance (GGI) and Nippon Life Insurance from Japan. GGI is an insurance pioneer in Myanmar. Established since 2013, GGI has built a reputation as the most trusted name in Myanmar insurance. Nippon Life was founded in 1889 and has over 130 years of experience putting customers first throughout its long history.

With deep local knowledge and international experience, GGI Nippon Life's commitment to you is unwavering and we thank you for your support so far. My team is working hard to address the mounting challenge brought about by the virus outbreak. With coordinated efforts, good hygiene practices and social responsibility, I am hopeful that the virus will be contained globally by the second half of the year.

As a key pillar supporting the development of Myanmar society, GGI Nippon Life has the social responsibility to help you, our client, and the wider public overcome the challenges brought about during this difficult period.

Ensuring you are safe

GGI Nippon Life, together with GGI Tokio Marine, has the largest insurance branch network in the country. Our priority is to ensure you are safe and healthy when you visit us at any of our 28 locations. Any customer with fever or other symptoms of being ill will be asked to seek immediate medical attention and will not be allowed entry.



We have increased our frequency of office and branch cleaning, and hand sanitisers are available for all customers.

Our employees are now required to monitor their health closely, with twice daily temperature taking for fever and monitoring for other symptoms of being ill. Our employees are not allowed to come to work in office or branch should they display any signs of being ill. Some of our frontline staff may be wearing face masks for protection purposes.

Over time, we may be adopting more precautionary measures to protect the health of you and our employees.

Continuing to serve your insurance needs

During this time when precautionary measures are put in place, you may find some disruptions when you visit us at our branches and office. I seek your kind understanding on the situation.

Our core team have been placed on split operations, across multiple working locations. Wherever we can, we have ensured as much as possible that your insurance needs are met in a timely and satisfactory manner.

We have ensured that most of the financial transactions between you and us can be performed digitally today. For example, we allow for premium and claims payment related transactions to be carried out digitally over bank transfers.

We have also embarked on a digital transformation journey which enable you to interact with us in a non-face to face manner for non-financial related transactions. For example, you may contact our Customer Care representatives via phone ([09 40008 3003](tel:09400083003) | [09 40008 3004](tel:09400083004)) or email (customercare@gginipponlife.com) to enquire about our services. In addition, you may receive latest updates from us through our corporate website (<https://gginipponlife.com/>), LinkedIn (<https://www.linkedin.com/company/gginl/>) or Facebook (<https://www.facebook.com/gginl/>).

Supporting our frontline healthcare warriors and Myanmar community

As businesses grapple with the consequences of the COVID 19 outbreak, we feel it is equally important to give back to the community, especially our frontline healthcare workers who have been working hard to take care of the Myanmar community.

In a show of support, we have rallied other insurance companies to provide assistance to our healthcare workers by making cash donations to enable hospitals to purchase essential medical equipment to aid with the treatment of COVID 19 patients. Till date, we, together with GGI Tokio Marine and GGI Holdings have donated a combined MMK 62,500,000 to Yangon General Hospital and Central Women's Hospital (Yangon).



As an ending note, I would like to stress that GGI Nippon Life is deeply committed to securing your future. We are always here for you, and I wish you can continue to stay healthy, safe and strong. Do look after yourself and others around you.

Hope to meet you in person soon.

Best Regards

A handwritten signature in black ink that reads "Yeow Hau". The signature is written in a cursive style with a long horizontal stroke at the end.

Tan Yeow Hau
Chief Executive Officer
Grand Guardian Nippon Life Insurance