



Pieter Hugo
Chief Client and Distribution Officer

MARCH 2020

UPDATE: 21-Day Lockdown: Prudential Business Continuity

In view of the spread of the COVID-19 virus in South Africa, the Prudential SA management team has taken several steps to ensure our business operations can continue relatively uninterrupted. We would like to assure all of our clients that we have put into place the necessary protocols to mitigate any potential negative impacts on our operations.

Following President Ramaphosa's announcement of a 21-day lockdown, we remain confident that we are in a position to continue actively managing our clients' portfolios for as long as the virus is a threat. As mentioned in previous communications, all of our staff have been provided with laptops and the necessary IT infrastructure to continue performing their core functions during the lockdown. **In addition to this, we would like to stress that all of our usual communication channels will continue to remain open. Clients will still be able to contact our Client Services Team on 0860 105 775 or email us at query@prudential.co.za.**

Governments' and businesses' responses are developing at a high speed as the crisis unfolds. We are in regular contact with members of the M&G plc team in London (Prudential SA's United Kingdom-based shareholder) who are coordinating M&G's responses to the crisis and providing useful guidance to us.

With our Business Continuity Planning fully in place and our staff prepared for most eventualities, we are able to continue focusing on market valuations and actively managing our clients' funds to the best of our ability during these difficult times.