

Dear Customer,

RE: UPDATE ON MADISON CUSTOMERS ON COVID-19 VIRUS

Thank you for trusting Madison General Insurance with your health insurance needs.

As you are aware, the outbreak of coronavirus disease (COVID-19) has been declared a Global Pandemic by World Health Organization (WHO).

While epidemics and pandemics are generally not covered by your medical policy, your health and well-being is most important to us. In this regard, we have held extensive discussions with the Insurance Regulatory Authority (IRA) and would like to assure you that we shall support government efforts in the management of COVID-19 in the designated government facilities as follows:-

i. Designated Testing Centers

- KEMRI
- National Influenza Center

ii. Designated Treatment Centers

- Kenyatta National Hospital
- Mbagathi Hospital
- Kenyatta University Teaching & Referral Hospital
- Any other facility as may be designated by the government

Further, we encourage you to take the necessary control measures to prevent further transmission and reduce the impact of the outbreak.

For any inquiries, kindly call our 24/7 contact center numbers on **0709 922 555** or **020-2864 555**. We shall continue to share updates with you as we monitor the situation and updates from the government.

Yours faithfully



John Muhindi
ASST. GENERAL MANAGER-HEALTHCARE



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Madison General Insurance Kenya Limited is regulated by the Insurance Regulatory Authority.

