



Date: 1<sup>st</sup> April., 2020

*Dear Esteemed Customer,*

MSIG Insurance (Vietnam) Company Limited (“MSIG Vietnam”) understands that this is a worrying and difficult time and you may be concerned about the widespread Covid-19 outbreak and worried about the impact of the escalating pandemic. While we cannot determine the outcome of this unprecedented global health crisis, I would like assure you of our commitment to your insurance needs at MSIG Vietnam, and take this opportunity to share with you on how we are responding to the situation at MSIG Vietnam.

First and foremost, our thoughts and hearts go out to all those who are affected by the virus as well as the frontline workers, especially those in the healthcare sector, who are working tirelessly to look after the health of everyone.

Following the requirement and instruction from the Prime Minister under Directive No. 16/CT-TTg dated 31st March 2020 and the Hanoi People’s Committee under Directive No. 05/CT-UBND on the same day, our robust business continuity plans was set to allow us to continue to operate and serve you wherever we work from. With this in mind, I write to inform you that as of date 1st April 2020, in principle, all our employees start to work from home until further notice. During this period, our staffs are still contacted via email, phones as usual.

The measures we take may sometimes affect our daily operations, so we would thank you very much for your patience and understanding as our team works as fast as possible to get to your query.

Please be assured that every adjustment we make, we prioritise the health and safety of our employees, customers, partners and stakeholders as well as the trust the community have placed in us over the years.

With a heritage of more than 100 years in insurance, our Group have weathered through many storms to be where we are today and we believe we will be able to get through this crisis together. This is the time when it is important for us to strive to provide that peace of mind and security to you, our customers, while maintaining a safe environment for our staff.

In closing, on behalf of everyone at MSIG Vietnam, we wish you good health and to stay positive. Working together, we will come out of this crisis sooner and stronger.

As always, we could not be here without your strong support. We sincerely thank you for placing your trust in us.

*Warm regards,*



**YUJIRO SOBAJIMA**  
**General Director**  
**MSIG Insurance (Vietnam) Company Ltd.**