

"FA6"

Vishana Makan

Subject: FW: Urgent - 3Sixty Life - Policy Holder Unpaid claims

From: Pauline Kariuki <pauline@dignitygroup.co.za>
Sent: 13 August 2021 11:38 AM
To: Janet Terblanche <Janet.Terblanche@resbank.co.za>
Cc: 'Ryan Vermaak' <RVermaak@moonstonecompliance.co.za>
Subject: Urgent - 3Sixty Life - Policy Holder Unpaid claims

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Good day Janet,

Kindly advise whether you are the right person to assist on below.

We hold a binder agreement with 3Sixty Life from 1 December 2020

3Sixty Life is unable or has refused to settle policy holders claims.

We currently have unpaid claims as from 3rd August to 11 August 2021 which amounts to 1.7 million

We have claimants' and their families in our offices crying, wanting the money to bury their loved ones over the weekend.

we have engaged 3Sixty Life and have not received any response.

we trust you will assist us on above matter or refer us to someone who can assist urgently.

Kind Regards



Service
Excellence



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