

Dear Valuable Partner,

**“Our greatest glory is not in never falling,
but in rising every time we fall.”**

Lebanon has surely passed through a nightmare which we are all trying to overcome, we hope that you and your families are safe, wishing a speedy recovery to the injured & strength to the bereaved. We cannot thank you enough for your much-needed support, we have been through much sorrow in losing a colleague.

As for our offices, due to the damage of our head office in downtown, we would like to assure our clients and partners that we are proactively managing the situation and remain committed to handling your business and claims through our claims centers; Motion and Medivisa that are fully operational and our 13 branches Tripoli, Akkar, Koura, Jounieh, Zouk, Jdeideh, Sodeco, Mkalles, Nabatiyeh, Saida, Tyr, Chtaura will be providing all the needed services despite the damages occurred in our Sodeco branch. Considering your eagerness on your claims in motor, property, and all lines of business, we did establish Two Task Force Teams one for the property claims and another for the Motor claims.

Those Two Task Force Teams are dedicated to receive your calls and to assist you in assessing your losses by appointing an expert or sending a representative for the Company or requesting pictures, videos, and relevant documentation including the Policyholder's Name and Policy Number.

As for the coverage of the claims, and as stated by the “Association Des Compagnies D'Assurances au Liban (ACAL)” in its communication N# 2020/32 dated 5 August 2020, we will be waiting for the official reports from the Competent Authorities in order to define our position towards our clients who suffered as we did from this catastrophe.

We are providing the contacts and details of our Task Force Teams and are always at your disposal as we are back in our operation at the Head Office:

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| Property Claims | 01-985000 Ext. 318 - 328 |
| Motor Claims | 01-427111 |