



FIDELITY LIFE

ASSURANCE OF ZIMBABWE

Fidelity Life - Responding to the COVID-19 Outbreak

COVID-19 is a severe public health emergency for all citizens and economies of the World. The safety of our customers, employees and community are our primary concern. Therefore there are a number of measures we are taking to ensure we manage to safely deliver service to you while mitigating the socio-economic impact of the COVID-19 outbreak on our valued stakeholders.

Customers

For you, our customers, we are committed to ensuring that our services remain largely available to you. This can be achieved without you necessarily coming to our offices as we have various alternative access platforms. Fidelity Life online tools include online payment platforms and the Fidelity Life App will help you keep up to date with your payments, instalments and continue receiving information on our products and services, from the comfort of your homes.

Download the FLA App and The FLIMAS App at the Google store and the Microsoft Store.

For payments use the following biller codes

FLIMAS

*151*2*1*42885*membershipnumber#

Micro Lending

*151*2*2*89442#

Individual Life Assurance (ILA)

ECOCASH -*151*2*1*72297*amount#

ONE MONEY -18002

TELECASH -100139

Online payments for ILA & Stands visit

<https://www.fidelitylife.co.zw/pay/>

For other queries please contact our teams in each unit as follows:

Business Unit	Email Address	Contact No.
FLIMAS	marketing@flimas.co.zw	0719 354 627 (Whatsapp) 0775 183 052 (Hot Line)
Individual Life Assurance and Employee Benefits	marketing@fidelitylife.co.zw	0719 005 050 (Whatsapp)
Fidelity Funeral Services	marketing@fidelitylife.co.zw	0773 900 232
Fidelity Life Financial Services	marketing@fidelitylife.co.zw	0719 005 050 (Whatsapp)
Zimbabwe Actuarial Consultants	info@zimactuarial.co.zw mudzengis@fidelitylife.co.zw	0712388116 (Whatsapp) 0717582123
Property services	marketing@fidelitylife.co.zw	0735 707 268/9
Fidelity Life Asset Management	marketing@fidelitylife.co.zw	0719 005 050 (Whatsapp)

For those who must visit our offices and service centres we have provided hand sanitisers and wipes for use as you enter and exit the building. Please help us protect each other by making use of these facilities.

Employees

For our employees across our main offices in Harare, Bulawayo, Gweru, Mutare and Chiredzi, we have asked them to exercise caution and follow steps on hygiene to prevent the virus from spreading. Furthermore, we have asked all employees to curtail non-essential travel for the time being. For our staff whose work involves manning our front offices and preparing meals, we will continue to support them with hand sanitisers and protective wear.

These are challenging and sometimes nerving times, but we feel confident that as a company and community, we can and will get through this together. My Best Wishes to you all.

Kind Regards

Rueben Java
Chief Executive Officer