



As COVID-19 spreads and continues to have a growing impact throughout the world, Alexander Forbes is taking proactive measures to safeguard the well-being of our clients and our employees and to ensure minimal disruption within the parameters of a country response.

The immediate health concerns being faced globally also impacts on the investment landscape, which continues to be characterised by heightened volatility. This, in turn, is having a significant effect on clients who have heightened anxiety and seek reassurance and advice. In these extraordinary times, it is necessary to take extraordinary measures.

Alexander Forbes will continue to support our clients' operations and administrative requirements and we continue to evolve our way of working in line with the new environment.

Our best advice is even more critical in this period and now is delivered through a fundamental shift in our way of engaging our clients – a remote enabled working environment. More specifically, the impact on our operations and administration is being aligned to this new remote way of working and is being tested continuously.

Realistically, we are going to be operating outside of our formal structures, and there may be some disruption to our normal processes and standard SLAs, but we are monitoring that closely.



Actions we've taken to protect our clients and our employees

A new way of engaging and servicing our clients through our remote working framework

1. Call centre capability: all our call centres are enabled to work remotely and can speak to clients and respond to emails.
 - We will be updating the messaging on our call centre lines to redirect clients to self-service options.

2. Distressed companies implementing extensive retrenchment programmes requiring increased volumes in benefit payments and heightened member engagements:
 - We have anticipated this and have dedicated teams responding to it
 - We have communicated with our members on our AF Online app, our website and through the funds
 - Members are able to call the call centres
 - We have redeployed employees from other non-essential business areas to provide support
3. Critical suppliers have confirmed their ability at this point in time to still supply their relevant service to ensure seamless transaction processing.
4. Managing employee productivity:
 - We have a remote working framework which provides for twice daily check-in sessions to monitor workflow outputs
 - Senior management will proactively enable risk identification and alternative actions to be taken as required
 - Employees and processes are digitally enabled, and workflow is closely monitored and managed to allow for 'straight-through' processing
5. Managing SLAs and contracted services: We manage this proactively and our dedicated Solutions Enablement team will be helping clients make use of bulk processing capabilities, supported by back office straight-through processing.
6. Over the past few days, testing remote working capability was concluded on all key functionalities and all identified gaps were addressed.

Our commitment to you:

- We are committed and have taken as many measures as possible to enable our workforce to continue delivering on your operations and administration requirements. These measures we have put in place do depend on the continuing functioning of national services such as IT and communication infrastructure and energy supplies.
- Where disruptions to our normal processes occur or in the event of staff shortages due to the impact of the COVID-19, adverse implications to our SLA adherence will be communicated and addressed as far as reasonably possible.

Your well-being is important to us. We will continue to communicate with you regularly and factually.

Alexander Forbes Business Solutions Enablement