

Scotia Insurance®

18 March 2020

Dear Valued Customer,

The continued spread of Coronavirus (COVID-19) in Jamaica and around the world has understandably raised concerns for you and your families. At Scotiabank, the well-being of our valued customers and employees is of the highest concern to us. We want you to know that your safety will remain our top priority as this situation continues to evolve. We are here for you with advice, solutions and support you may need to provide protection for you and your family at this time.

Given the guidelines instituted by the Government of Jamaica and in our effort to ensure your health and safety and that of our employees, we suggest that you keep in touch with your Scotia Insurance Advisor via telephone and email unless it is absolutely necessary to meet face to face.

For your convenience we also wish to remind you of the various alternate channels available to you for your service requests:

Wealth Contact Centre: 888-467-5542 or 876-922-3765

Email: sjlic.service@scotiabank.com

Website: www.scotiajamaicainsurance.scotiabank.com

Please note that you must have a signed Electronic Communication Agreement Form on file for your requests via email to be valid. Don't have a signed Agreement on file? Download a copy from our website, complete and submit to any of our nearest Scotiabank branches.

<https://jm.scotiabank.com/sjlic/scotia-jamaica-life-insurance-company-limited-sjlic-forms.html>

Effective next Monday, March 23, 2020 all branches will open to the public at 9:00 A.M. and close at 1:30 P.M.

We encourage you to follow the best practice protocols outlined by the Ministry of Health to protect you and your families. Handwashing, strong personal hygiene and social distancing remain the best ways to curb the spread of the virus.

We understand this is an uncertain time for everyone and we are here to continue to support you, whatever your needs may be. Thank you for choosing Scotia Insurance.

Sincerely,



Vice President, Sales & Service Insurance & Wealth