

## CYCLONE PRECAUTIONARY MEASURES & CLAIM PROCEDURE NOTICE

Dear Client,

In view of the cyclonic/flood period, City Brokers recommends its valued customers to take the following precautions:

- Ensure that your building downpipes are regularly serviced and cleared of any obstructions.
- Ensure that your building is free of cracks that could lead to water-infiltration.
- Trim surrounding trees and vegetation subject to cause damage to your building.

As a cyclone approaches:

1. Secure your exterior property.
2. Ensure that all your openings are properly closed to avoid any water infiltrations.
3. Move your electronic equipment and valuable documents to a safe place to avoid water &/or wind damages.
4. Avoid going out specially in high risks areas.
5. Do not go for trips at sea and ensure that your boat is kept in a sheltered place as per your insurance policy.

In case of an eventual claim, we would suggest that you follow the below steps for a smooth process:

- Take pictures to record the extent of the damage prior to starting urgent repairs.
- Take necessary actions to consolidate or carry out temporary repairs to avoid further damage.
- Check the condition of the roads prior to using your vehicle.
- Advise City Brokers Ltd of the loss/damage as soon as you are able to do so.

You will find below, the details of the senior team members that you may contact in the event of a loss. In all cases also do send us a notification by email on [claims@citybrokers.mu](mailto:claims@citybrokers.mu) .

Guillaume Wiehe	5728 7796	General Insurances	<a href="mailto:gwiehe@citybrokers.mu">gwiehe@citybrokers.mu</a>
Tristan Lagesse	5729 4002	General Insurances	<a href="mailto:tlagesse@citybrokers.mu">tlagesse@citybrokers.mu</a>
Gregory Bouic	5747 4955	General Insurances	<a href="mailto:gbouic@citybrokers.mu">gbouic@citybrokers.mu</a>
Jash Soobarah	5421 6962	General Insurances	<a href="mailto:jsoobarah@citybrokers.mu">jsoobarah@citybrokers.mu</a>
Clothilde Poilly	5975 7594	Motor Insurances	<a href="mailto:cpoilly@citybrokers.mu">cpoilly@citybrokers.mu</a>
Jenny Bhoyroo	5976 2917	Motor Claims	<a href="mailto:jbhoyroo@citybrokers.mu">jbhoyroo@citybrokers.mu</a>
Enayat Sohawon	5421 5957	Marine Insurances	<a href="mailto:esohawon@citybrokers.mu">esohawon@citybrokers.mu</a>
Veronique Van Schellebeck	5853 8715	Motor/General Claims	<a href="mailto:vvanschellebeck@citybrokers.mu">vvanschellebeck@citybrokers.mu</a>
Arnaud Boodiah	5479 3368	General Claims	<a href="mailto:aboodiah@citybrokers.mu">aboodiah@citybrokers.mu</a>

Please do not hesitate to contact us for any queries you may have on 208 2522.

It is crucial that you advise us of any potential loss/damage within a maximum of **5 days**, failure of which may lead to rejection of the claim

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