

17 November 2022

**Constantia Insurance Company Limited (In Liquidation) (CICL) –
Reminder: Deadline for the Submission of Insurance Claims and the Lodging of Liquidation
Claims Process**

Dear Partners and Suppliers

We would like to bring to your attention once again, very important information pertaining to the submission of Liquidation claims against CICL's insolvent estate, which has been previously fully explained in the [communication circulated](#) on the 28th of October 2022.

The Claims Process

The processes to follow for the different types of claims are detailed on our website at www.constantiagroup.co.za/faq/.

Based on several queries, we need to reiterate the following important points:

1. Insurance Claims Process:

- a) All new **Insurance claims must be submitted by no later than 30 November 2022.**
- b) **Step 1** - Submit the information required together with all supporting documentation to the correct email address chosen from those listed below. Once the merits of the claim have been verified, you will receive a **Validation of Loss (VOL) document.**
 - i. Personal lines claims - plclaims@constantiagroup.co.za
 - ii. Commercial lines claims - clclaims@constantiagroup.co.za
- c) **Step 2** - Once you have received your VOL you may then lodge your Liquidation claim against CICL's insolvent estate (the 30 November 2022 deadline is not applicable for this step).
 - i. This requires you to first create/register your profile at <https://claimants.constantiagroup.co.za/> . **You will be required to make a once-off payment of R25, as prescribed by legislation.**
 - ii. Once your profile has been registered and activated, please visit <https://claimants.constantiagroup.co.za/login> to lodge your Liquidation Claim. Please remember that more than one valid claim may be lodged under a single profile, provided that each claim lodged is based on its own supporting documentation (VOL). **This applies to Brokers, for example, who after having created their profile, may proceed to lodge claims on behalf of their clients.)**
- d) We request, where possible, and for the sake of expediency, that Brokers lodge claims on behalf of their clients.

2. Non-Insurance Claims Process:

- a) Non-insurance claims do not require a VOL document.
- b) The 30th November 2022 deadline does not apply for Non-Insurance Claims
- c) **If you are a Partner or Broker wishing to claim for outstanding amounts due and payable by CICL, please follow these steps:**

- i. Visit partners.constantigroup.co.za to register your profile. You will be required to make a **once-off payment of R25, as prescribed by legislation.**
 - ii. Once your profile has been registered and activated, you may proceed to lodge a Liquidation Claim at partners.constantigroup.co.za/claims . **There is no limit to the number of valid claims that may be lodged under a single profile, provided that each claim is lodged with its own supporting documentation.**
- d) **If you are a General Creditor or a Supplier (e.g. assessors, loss adjustors etc.) wishing to claim for outstanding amounts due and payable by CICL, follow these steps:**
- i. Visit suppliers.constantigroup.co.za to register your profile. You will be required to make a **once-off payment of R25, as prescribed by legislation.**
 - ii. Once registered and activated, you may proceed to lodge a Liquidation Claim at suppliers.constantigroup.co.za/claims . **There is no limit to the number of valid claims that may be lodged under a single profile, provided that each claim is lodged with its own supporting documentation.**

We thank you for your patience and continued co-operation during the Liquidation process. If you experience any technical difficulties with the portal(s), please send an email to claims-technical@constantigroup.co.za.

Kind regards,
Messrs Cloete Murray and Zaheer Cassim
(CICL Provisional Liquidators)