



LIBERTY LIFE LESOTHO

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(*South African)

Liberty Life Lesotho Limited Reg No.50966

Dear Member/Healthcare Provider

COVID-19: We are committed to providing you with continuous online service

In light of COVID-19, we will be communicating with you electronically only

Given the containment and mitigation measures imposed due to the outbreak of COVID-19 in Lesotho, we will be taking the following steps, effective immediately and until further notice, to maintain an adequate level of service for all our stakeholders:

1. Our Liberty Health Cover office will be closed to the public to ensure social distancing and to prevent the spread of COVID-19.
2. If you need to submit any documents to us, please submit them by email or online submission only. This will ensure that we continue to process your documents and claims while the office remains closed.
3. We will send all documents electronically only.
4. All payments will only be made and received electronically.

You can continue to access our services through our website, email or phone lines

We are committed to providing you with ongoing service during this time to the best of our abilities. You can access our services in any of the following ways:

- Through the online self-service portal available at www.libertyhealth.net. Simply use the Login button on the home page to login or activate your secure online account.
- By calling us on +266 223 14590 during normal business hours or emailing us at info@libertyhealth.net.
- By submitting claims and related queries via email to claims@libertyhealth.net. Please scan or photograph your claims and continue to follow the claims submission guide when submitting your claims. Please ensure that the file size is below 10 megabytes per email to enable easy download.
- By calling or emailing us for pre-authorisation on:
 - +266 223 14590
 - membercare@libertyhealth.net
- By calling our 24-hour line for medical emergencies only on +266 223 14590.
- By calling us for International Medical Emergency Evacuations on +27 21 657 7740.

Thank you for your patience and understanding during this time

The health and safety of our employees and customers is our top priority. We understand that this new way of doing things is challenging, but if all of us unite in our response to COVID-19 and take the right actions, we can make a difference.

Thank you for your support.

Kind regards

Liberty Health Cover