



LIBERTY

LIBERTY GENERAL INSURANCE COMPANY LTD

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Branch Office: Ground Floor, SS Rent A Car Building,
Kamuzu Procession Road, Old Town, Lilongwe, Malawi
PO Box 3097, Lilongwe, Malawi
t +265 01 752 595 / 01 752 596 f +265 01 821 147

Directors: W le Roux (Chairman), A Bwanausi, A Chitsime,
M L du Toit, L W J Kamulete, M Kubwalo-Chaika, F Mlusu, X Nxanga,
K A S Okhai

Licensed and regulated by the Reserve Bank of Malawi (Licence Number: ILG006)

17 April 2020

Dear Client/Member

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

Considering 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 Malawi, 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 front offices 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. This will ensure that we continue to process your documents and claims while the office remains closed to the public.
3. We will send all documents electronically only.
4. All payments will only be made and received electronically as it is always been done.

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 into your secure online account.
- By calling our toll-free number 844 or emailing us at malawi@libertyhealth.net
- By submitting claims and related queries via email to malawi@libertyhealth.net. 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:
 - o +265 1830 610/+265 1833 393
 - o membercare@libertyhealth.net
- By calling our 24-hour line for medical emergencies only on +265 993 921 957
- By calling us for International Medical Emergency Evacuations on +27 21 657 7740.

For more information on COVID-19, or **if you have a fever, cough and shortness of breath** requiring medical attention, please see the infographic included for further details.

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



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Dear Healthcare Provider

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

Considering 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 Malawi, 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 front offices 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 or to seek pre- authorisation from us, please see the contact details and processes below. This will ensure that we continue to process your documents and to provide services while the office remains closed to the public.
3. We will send all documents electronically only.
4. We will continue to make and receive all payments electronically as usual.

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 capabilities. 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 to your secure online account.
- By dropping claims in the claim box at the designated site within our premises and or submitting via email to malawi@libertyhealth.net. Please ensure that submitted claims are clear and legible and that they reflect all the necessary information. In addition, please ensure that the file size is below 10 megabytes per email to enable easy download.
- By submitting claim related queries, statement and reconciliation requests to malawi@libertyhealth.net.
- By calling or emailing us for pre-authorisation on:
 - o +265 183 0610/+265 183 3393
 - o membercare@libertyhealth.net
- By calling our 24-hour line for medical emergencies only on +265 993 921 957
- By calling us for International Medical Emergency Evacuations on +27 21 657 7740.

We will keep you updated in the event of lockdown.

Thank you for your patience and understanding during this time

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. For more information on COVID-19 that you can share or print for your patients, please see the infographic we have included for further details.

Thank you for your support.

Kind regards
Liberty Health Cover