



Capricorn Asset Management

a member of **Capricorn Group**

16 March 2020

Dear Esteemed Clients

CORONAVIRUS (COVID-19): CAPRICORN ASSET MANAGEMENT RESPONSE ACTION PLAN

This communication comes as the first Coronavirus (COVID-19) case in Windhoek, Namibia has been confirmed.

Our core response team has implemented action plans to ensure that your funds entrusted to us are managed with utmost dedication and to maintain our client service levels, but also to protect our staff and their families as far as possible.

We have decided to prepare for the worst case scenario and the following action plans has been put in place:

- Our offices remain open to clients but we strongly encourage you to make use of our other service channels where possible. Such as the Bank Windhoek Mobile App, Internet Banking platform or Capricorn Online.
- We remain available via email or telephone should you have any service needs. Email us at cam.service@capricorn.com.na or contact us at 061-299 1950.
- We encourage our clients to use our Capricorn Online digital platform. This platform allows an investor to view their profile, submit deposits and withdrawals and open a new Unit Trust account in the comfort of their own home as it is web based. If you have not yet registered for Capricorn Online, please complete the Capricorn Online Registration form and submit it to our administration department at cam.service@capricorn.com.na
- We have split our staff into multiple teams and working areas, in which case it may confine the potential spread of the virus, and so that business can continue as usual should critical staff fall ill. We have also implemented remote working conditions for our staff as far as possible.

We will however continuously evaluate the current situation and respond accordingly as per the guidance from the Namibian government and recognized international health bodies. We will thus keep you up to date with any developments.

Kind regards,

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