08 August 2018

Dear Broker

The communication below is scheduled to be released to all Policyholders on the 15 August 2018.

Dear Client

**MATRIX AUTOMATION**

Managing credit risk is a crucial part of protecting one of your most valuable assets, your debtor’s book. As your partner, we are pleased to announce that we have transitioned the manual process of a matrix (providing ageing, conduct of the account, orders on hand of a specific buyer) to an automated system by use of our online portal CregaLink.

We have simplified the process by notifying you, via email, that a matrix requires completion on CregaLink. Please refer to the attached CregaLink template which sets out the fields for completion. CGIC will use this information in conjunction with other information to monitor the credit risk of your customers and their ability to maintain timeous payments.

We kindly request that you submit the matrix details within ten (10) working days on CregaLink. An email reminder will be forwarded to you, should we not receive a response within eight (8) working days. Should the requested information not be received after ten (10) working days, the current limit in question will be

re-issued on a temporary basis expiring at the end of the following month, due to the limit not being required.

We understand the tough economic climate that you currently operate in and we trust that this process will improve the ease of doing business with CGIC and that it will lead to better debtor risk management.

This transition is scheduled to take place on Monday, 20 August 2018.

Please contact your respective portfolio manager or senior underwriter should you require further clarification.

Yours faithfully

Theo Reddi

**General Manager: Trade Credit**

