

Athens, 20<sup>th</sup> March 2020  
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## COVID-19 - NOTICE

Dear Friends,

Never could we have imagined it, but this is a time that NGN's rapid response and cloud based Technology was to be put to the test (!). Given these unprecedented circumstances and in an effort to stop the spread of coronavirus (COVID-19), the Greek government has taken all necessary measures and some of them concern the insurance industry, too. We are fortunate that we had the aforethought and support (TotalWare) and we had structured our IT systems and ERP on a completely blockchained cloud based technology with ease of access and highest standards of Cyber Security (ISO 27001), fully 3rd Directive compliant and providing our agents and employees a friendly and versatile Business Continuity environment, thus our operations and service levels are not affected by Coronavirus (COVID-19) to the slightest.

The wellbeing of our customers is always at the top of our mind for us at NGN. With concerns about the Coronavirus (COVID-19), we are taking steps to help protect the health and safety of our customers, employees, and agents, while continuing to provide you the best possible service.

We will continue to monitor the situation closely and will make the required adjustments as needs arise so you receive a seamless and unhindered experience. Rest assured we are putting measures in place to help take care of our employees and agents so they can continue to best serve you.

We thank you for being a valued customer, and we are proud to serve you.

Stay Safe

Nick E. Koutsourais  
Director NGN group