

31 July 2026

Communique 125 | Customer Web Portal Upgrade

Dear Broker and Agent Partner,

We are pleased to advise that Sasria's upgraded **Customer Web Portal (CWP)** will officially go live on **5 August 2026**.

The Customer Web Portal is our online platform that enables brokers and agents to access key services and manage their business with Sasria efficiently. As part of this transition to the upgraded portal, all existing users will be required to reregister to use the current platform.

Please note that during the migration period, the portal will experience temporary downtime starting today.

While users will immediately benefit from the portal's enhanced experience and functionality, the core value of this upgrade lies in its underlying technology infrastructure. This transition guarantees a significantly more secure and stable platform today, while establishing the robust, scalable foundation required to support future enhancements as Sasria continues to advance its digital capabilities.

This upgrade forms part of Sasria's broader Digital Transformation journey and supports our Vision 2029 ambition of becoming a more agile and customer-focused organisation. Through ongoing investment in our technology platforms, we are committed to enhancing the experience of our stakeholders and strengthening the services we provide.

We apologise for any inconvenience caused and appreciate your patience and understanding as we work to enhance your experience through an improved and more efficient portal.

Should you experience any issues or require assistance following the migration, please contact the CWP Support Team. System support: IT Service Desk, ITsupport@sasria.co.za or Underwriting support: Contact_underwriting@sasria.co.za.

Thank you for your continued partnership and support as we work to deliver a more resilient and future-ready digital experience.

Kind regards,

Themba Sibiya: Executive Manager Strategy and Underwriting

Sasria SOC Limited