



Bryte Insurance Company Limited (formerly known as Zurich Insurance Company South Africa Limited)

Key Facts

1. Over the past year we have been on a journey that included the acquisition of our company by a major, global financial services organisation, Fairfax Financial Holdings.
2. Fairfax, based in Toronto, Canada is well qualified to own our business and we stand to benefit from its global industry expertise. Fairfax, through its subsidiaries, is engaged in property and casualty insurance, reinsurance and investment management.
3. One of the key advantages of Fairfax is that it applies a decentralised model to the companies it owns. This means that Fairfax allows us to continue to run our business independently with a strong local focus.
4. As part of this acquisition, Fairfax has provided us with the exciting opportunity to re-launch under a new identity that demonstrates to the market our fresh commitment and direction.
5. Our company name change has no impact on our current or future customers, nor on the products or services offered. We continue business as usual.
6. The Bryte Insurance Company brand may be new but our management team, service staff, broker partnerships and policies all remain the same.
7. Our company registration number and Financial Services Provider number remains the same.
8. We continue to honour all travel insurance policies sold under Zurich Insurance Company, regardless of when your customers are travelling.
9. From 2 May, all travel insurance policies reflect our new brand and name.
10. Our contact numbers remain unchanged and are as follows:

For emergency medical and related claims:

Bryte Travel Assist (24/7)

+1 416 642 2910

Please remember to dial the International Direct Dialling Number of the country that you are in, followed by: 1 416 642 2910

For enquiries

Bryte Travel

0860 329 329

11. Our email address has changed to: er24@brytesa.com
Please however note that all emails sent to the previous email address (er24@zurich.co.za) will automatically be redirected to er24@brytesa.com.