

### **Hollard Claims Management Directive – Grace Period for Drivers' Licences**

Hollard Insure will assist our policyholders by granting them 30 (thirty) days to apply for and renew their temporary driver's licence and submit it to their binder broker. We will also accept the renewal application paperwork, invoice, and payment confirmation to the Driving Licence Testing Centre (DLTC) as proof of renewal.

In exceptional cases, due to the inability of a client to renew their driver's licence, the claim is to be referred to the Regional Claims Head/Manager. A decision will be made on a case-by-case basis and in consideration of the principles of Treating Customers Fairly (TCF).