

LETSHEGO EXTENDS RELIEF TO CUSTOMERS AND COMMUNITIES

Gaborone, Botswana – 2 April 2020: Letshego Holdings Ltd (“Letshego Group”), the pan-African lender with a presence in 11 sub-Saharan markets, is taking proactive steps to support its customers through the emerging economic challenges caused by the Coronavirus pandemic. Letshego has granted payment holidays to all its MSE (Micro and Small Entrepreneur) customers, as well as offered the opportunity for all individual customers to apply for relief in light of slowing economic activity across regional markets. Letshego’s payment holiday is effective from 1 April 2020 for a three month period.

Letshego’s Group Chief Executive, Andrew Okai affirmed, *“The Coronavirus affects us all on an individual and economic basis – we need to work together and support each other to mitigate the negative impact of this pandemic within our communities. Letshego remains committed to doing all it can to support our customers through these tough economic times.”*

In addition to supporting its customers, Letshego **has committed more than BWP3million in direct financial support** to regional government relief funds and non-profit organisations across its footprint. These funds are intended to support national efforts in preventing the spread of the virus, caring for those infected with the virus, as well as sustaining local economic activity.

BWP1.2million of this contribution has been donated to Botswana’s COVID-19 Relief Fund, Letshego’s country of origin and headquarters.

Across all its markets, Letshego will be operating with a reduced staff complement to promote the benefits of social distancing, while also encouraging customers to avoid going into branches and rather make use of Letshego’s digital channels to access account information and apply for financial support.

“The health and wellbeing of our employees and customers remains our priority. We are open and available to support our customers. Many of our people are operating from home, leveraging technology and operating via our secure digital infrastructure. We encourage all our customers to Stay Safe and Stay Home! Customers are encouraged to make use of our digital channels to access account information and apply for financial solutions,” added Okai

Letshego continues to partner with local government and health authorities to advocate official health guidelines, as well as align with international health advice from organisations such as the World Health Organisation (www.who.int) and the Center for Disease Control and Prevention (www.cdc.org). Letshego employees and customers have access to the latest facts and health information in an effort to collaborate in combatting the Coronavirus across Letshego’s footprint markets.

Letshego Botswana customers are encouraged to stay home and use any of the following options to access account information or apply for financial support:

Client Contact Centre Tel: **3653350**

Email: Botswana@letshego.com / Whatsapp: **766 189 01** OR **767 986 54** / USSD: ***184#**

BOTSWANA NATIONAL HEALTH COVID-19 HOTLINES:

07h30 to 22h00

997 or **363 2773** or **363 2756** or **363 2757**

ENDS.

Press Release



About Letshego Group (Letshego Holdings Ltd)

The Letshego Group is a proudly African multinational, originated, headquartered and listed in Botswana while maintaining its focus on delivering inclusive finance solutions to underserved populations across 11 Sub Saharan Markets.

With a staff compliment of over 3,000 – including both direct and indirect sales agents - and more than seven hundred thousand customers, Letshego leverages innovation and technology to **improve the lives** of individuals who have limited access to traditional financial services.

As Letshego celebrates more than 21 years of supporting regional communities, the Group remains focused on being a world class retail financial services organisation. **For more info visit www.letshego.com**

PR Agency for all media enquiries:	Lebo-Ashley Philip Hotwire, Gaborone – Botswana malebogo@hotwireprc.com T: +267 392 3579 / M: +267 75 286 965
Letshego Group contact for media enquiries:	Lauren Callie - Head of Goup Corporate Affairs LaurenC@letshego.com / M +27 82 894 5581 (whatsapp / calls)