

## COMMUNIQUÉ

### Cyclone Belal - Setting up of a Special Desk at the FSC

Following passage of cyclone 'Belal' and the consequent damages caused to vehicles due to flooding on 15<sup>th</sup> January 2024, the Financial Services Commission (the "Commission") wishes to inform the public as follows:

1. A Special Desk has been set up at the Commission whereby we request affected policyholders to report the incident irrespective of their types of insurance cover, by phone on 404 5686, e-mail on [belal@fscmauriti.us.org](mailto:belal@fscmauriti.us.org) or in-person at the FSC House in Ebène. The Special Desk will be operational as from Wednesday 17 January 2024.

Details to be provided are mentioned at the end of the Communique (\*)

2. Those under Third Party cover or not having adequate insurance cover for cyclone/flood, will be compensated by the Authorities on the basis of estimated cost of repairs.
3. The insurance industry has been urged to take swift action in registering and settling eligible claims, ensuring immediate relief to the impacted policyholders.
4. Each insurance company is to designate a senior officer as a Nodal Officer, facilitating a seamless end-to-end process, which includes the swift appointment of surveyors.
5. Insurers have also been urged to accommodate delayed claim notifications wherever applicable.

The Commission empathises with the affected policyholders and wishes to assure each of them that the regulator will be working closely with them as part of its objectives.

***(\*) Details to be provided:***

Name, Address, Phone number, Email ID, Vehicle Registration Number, Name of Insurer, Type of Insurance (Comprehensive, Third Party), Claim Registered with Insurer (Y, N)

*16 January 2024*

**About the FSC Mauritius**

*The FSC Mauritius is the integrated regulator for the non-banking financial services sector and global business.*

*The vision of the FSC Mauritius is to be an internationally recognised financial supervisor committed to the sustained development of Mauritius as a sound and competitive financial services centre.*

*In carrying out its mission, the FSC Mauritius aims to promote the development, fairness, efficiency and transparency of financial institutions and capital markets in Mauritius; suppress crime and malpractices so as to provide protection to members of the public investing in non-banking financial products; and ensure the soundness and stability of the financial system in Mauritius.*

**Financial Services Commission**

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