



Liverpool Victoria Underwriting Turnaround Time

Liverpool Victoria have sent the below message to us regarding their underwriting turnaround times.

We are working incredibly hard to deliver the best service possible to our IFA's and customers however due to a recent increase in applications and a temporary reduction in resource due to a planned office move we have seen our usual turnaround times increase.

Our underwriting turnaround times are currently between 7- 8 days however various activities are in place to ensure we return to a 2 day turnaround by the end of January which meets our service level agreement.

We will continue to update you on our progress and provide you with dedicated service resource where required. Our triage underwriting is currently at 4 hours and we aim to maintain this level of service.

LifeQuote has been provided with a dedicated point of contact for any applications submitted by us to help manage the delays and we are receiving regular updates from them as timescales change.

If you have any additional questions please speak to your Case Manager.

Best regards,
LifeQuote Team
January 2018