

Coronavirus and LifeQuote (1) - Keeping our services available to our partners

I just want to re-assure you that we are monitoring this situation and have plans ready to implement as the Government advice changes.

We have a team set up to monitor the situation daily, ensuring we have a process to update you of the current state of play. We plan to do this through **LifeQuote Updates on the Portal and twice weekly emails**, with the intention of providing an overview of our Operational capacity as well as an idea of what is happening with the insurers.

Our priorities are to keep;

- all our staff safe at work,
- the office fully operational to support advisers using our outsourced service.

We have already adopted best practice by reinforcing simple hygiene practices, and have split our staff across the 3 different offices in our Chichester base. Whilst the plan is to continue to keep our office open, we have the capacity to deliver some of our operational functions remotely to enable high risk and isolating staff to carry on working, and we have been testing this capability over the past few days.

Currently our sickness levels are in line with this time of the year, so we are able to continue managing your cases in the normal way. We appreciate that you and your own teams will be worried at this challenging time, but please be assured we are doing our utmost to keep our administration services operational.

We are not yet experiencing any significant delays with insurers, and your Case Managers are up to date. With so much uncertainty, stock markets falling and clients needing your time, please continue to use the LifeQuote services to save you and your team time.

Any questions please call me or one of my team.

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