

LifeQuote Service update

Our office has now been closed and our teams are successfully working remotely from home. We made this decision to ensure the safety of our staff and to continue to offer you our application and administration services.

What this means

Your Case Managers are also working hard to ensure as many applications as possible can be started as soon as possible. There are some limitations from the insurers in what they can request but we are working closely with them to find alternatives if possible. If an insurer is indicating they can start a policy on a lower sum assured we will get this information for you. We will be sending an additional insurer update later in the week.

We are still experiencing a high demand for our tele-interview service and currently are unable to offer evening appointments. We are working hard to increase our availability. In the meantime if you are able to use either the 'Apply Online' or 'Email Your Client' submission routes this would be helpful as we can process these applications more efficiently.

Our phone lines are still operational between 9:00 – 17:30 Monday to Friday however you may not be able to speak to your Case Manager directly. A message will be passed to them to call you back if necessary.

To help our Case Managers focus on getting your clients applications processed we ask that you use Case Tracking as your first port of call for any updates. This is updated 24/7 real time so you will always be able to see the most up to date activity.

Thank you for your understanding and support.

Any questions please call me or one of my team.

Neil McCarthy

Chief Commercial Officer, LifeQuote

07957 175758

neil.mccarthy@lifequote.co.uk or contact Sales Support on 01243 791199.

Opening Hours

Sales Support – 9:00 to 17:30
01243 791199

Case Managers – 9:00 to 17:30
01243 817903