

LifeQuote & Insurer Service update

Within the LifeQuote Team

Staff are set up and working from home on your cases. Our volumes continue to be high. To ensure we are providing the best service, could you quickly indicate on the survey below your preference for contacting us.

In the short term where possible please could you continue to check Case Tracking for updates, if this can't help with your query then you can contact us by email or phone.

As we have settled into this new routine relatively quickly, with minimum teething problems, and most insurers have now summarised their changes and position regarding medical evidence, we will reduce these updates to once a week, unless a key message is required.

[Contacting LifeQuote Survey](#)

What are the insurers currently saying?

Since the last update the most recent insurers to amend their stance are:

Legal & General have updated their questions to ask whether in the past 30 days you've had a cough, fever, high temperature or tested positive with COVID-19, and/or in the last 14 days been self-isolating or direct contact with someone suspected of having coronavirus.

Guardian now ask whether in the past month you have tested positive, advised to self-isolate, had a continuous cough and/or high temperature, or direct contact with someone suspected to have coronavirus. If yes to any, they will be postponed for 3 months.

They have also increased their non-medical limits for all applicants under the age of 60. These changes have been reflected in the Underwriting Limits in the Tools section on the LifeQuote Portal.

British Friendly have also removed Day 1 and 1 week deferred periods as options for clients.

Full question details on the Insurer Update link below.

Access to the most up-to-date information can be found using this [link](#) which takes you through to our coronavirus update page. This will be kept up to date as we receive information, and give you insight into insurer admin positions. Please share this link with your colleagues.

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