

LifeQuote & Insurer Service update

Within the LifeQuote Team

Thank you for completing the quick survey from our last update. To help improve the speed of responses, and with 80% of the respondents to the survey opting for email only contact, we will be temporarily closing our case management phone lines from 17:30 on Thursday 9th April. This will allow our Case Managers to focus on key tasks to help get your clients cover.

For updates on the progress of your applications please use Case Tracking or email your Case Manager. If you are unsure who your Case Manager is please email your request to serviceteam@lifequote.co.uk.

Our Sales Support phone line will remain open between 9:00 – 17:30 Monday to Friday. The Sales Support team will be able to help with quoting or submission queries but will not be able to provide case related updates.

We will be constantly reviewing this situation and will keep you updated with any changes.

We are still seeing a high demand for our telephone application service and we are working hard to increase the availability of appointments. In the meantime please consider using our Apply Online or Email Your Client options to help speed up the submission of your applications.

Thank you for your understanding and support.

What are the insurers currently saying?

For up to date insurer updates please visit our dedicated page:
<http://www.lifequote.co.uk/home/coronavirus-updates>



Happy Easter from all the team at LifeQuote

We'd like to wish you an enjoyable and restful bank holiday weekend. Eat lots of hot cross buns and chocolate eggs, but remember to stay safe and stay at home - we know we will be!

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

We will be closed on Friday 10th and Monday 13th April 2020.