

## LifeQuote & Insurer Service update

### What are the insurers currently saying?

We are constantly updating our insurer summary with the current position of all insurers as and when they make changes or announcements. We are also updating the underwriting SLAs when insurers respond with updates.

[Click here to read the insurer summary.](#)

The good news is that a number of insurers are looking at virtual medical screenings to try and remove the inevitable delays where screenings are required. Similarly where blood tests are needed some will support finger prick tests being done by the client. We hope this will help to progress applications currently on hold due to screening requirements.

Whilst insurers are encouraging applications under the non-medical limits, and are advising that policies can be changed later, we are still trying to understand if they are going to allow a more flexible approach than their normal T&Cs. We think the approach most will take, when things get back to normal, is to underwrite to the level of cover required in the normal way. As we get updates we will summarise this.

*Don't forget we hold all the non-medical limits for Term, Critical Illness and Income Protection applications on the LifeQuote Portal in the Tools section. [Click here to log in.](#)*

### Within the LifeQuote Team

We are continuing to manage the volumes coming in, and thank you for your support in emailing enquires and limiting telephone calls. We are adding additional tele-interview appointment slots where we are able to, with appointments available early next week. We still aren't able to resource evening calls, but have found we are getting a higher completion rate from the daytime calls as clients are in to complete them.

For case updates: check [Case Tracking](#), email your Case Manager or [serviceteam@lifequote.co.uk](mailto:serviceteam@lifequote.co.uk)

If you have any feedback please let me know.

Stay safe.

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### Opening Hours

**Sales Support** – 9:00 to 17:30

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