

LifeQuote & Insurer Service update

Telephone appointments now available to 9pm

Evening Telephone Application appointments available

From Tuesday 16th June, Telephone Application appointments will be available **Monday to Thursday until 9pm** and Friday to 5:30pm. We now have more tele-interviewers available who can complete application calls in the evening, putting our service almost back to normal. Thank you for your continued support over the past 10 weeks and for using our *Apply Online* and *Email Your Client* online submission options while we worked to increase our telephone availability.

Case Manager phone lines re-open

We are also pleased to confirm the telephone lines for our Case Managers will be open from 8am, Tuesday 16th June. We changed this process in the first month of lockdown to help us transition to a working from home model while ensuring high priority actions continued. Following feedback from you and further efficiencies we are now able to open the phone lines again.

You can contact your Case Manager on 01243 817903 but don't forget you can always get [real time instant updates via our Case Tracking tool](#).

Neil McCarthy

Chief Commercial Officer, LifeQuote

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Opening Hours

Sales Support – 9:00 to 17:30

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