



## A message from our CEO, Jon Craven

As the impact of coronavirus (COVID-19) continues to evolve, we wanted to update you on the steps we are taking to ensure we continue to deliver ongoing support to you, our members and adhere to the latest official guidance.

## General support for our policy holders

All our customer facing teams remain operational with policy holders able to update or renew your policies and make a claim. We do however ask where possible, please can you contact us by email in the first instance to aid the processing of any queries. Our email addresses are listed below for ease.

- Home Insurance Customer Service: [support@uia.co.uk](mailto:support@uia.co.uk)
- Home Insurance Claims: [claims@uia.co.uk](mailto:claims@uia.co.uk)
- All Travel Insurance Enquiries: [support@uia.co.uk](mailto:support@uia.co.uk)

## If you are working from home

If you are working from home because of Government advice or because you are self-isolating, your home insurance cover will not be affected, providing your work is of an office-based nature. If your work is of a different nature and taking place in your home, please contact us to discuss your cover at [support@uia.co.uk](mailto:support@uia.co.uk)

## Supporting new and existing claims

We are prioritising our vulnerable claimants and those in alternative accommodation with the hope of returning as many people to their homes as soon as possible. Where appropriate we will be utilising technology to conduct virtual visits to assess smaller claims and limit face to face interactions. If you are self-isolating or at increased risk of severe illness from COVID-19 we ask you to advise us when you contact us.

## Travel Insurance

For home insurance policies where travel cover is included, we are posting regular updates on our website [here](#). Please be assured that the travel insurance terms for our existing policy holders will not be affected until your renewal date, but if you have any queries, please contact us at [support@uia.co.uk](mailto:support@uia.co.uk).

As these are rapidly changing times, we are keeping up to date with official Government guidance that is issued by regulatory bodies such as the Financial Conduct Authority and the Association of British Insurers and we are regularly reviewing our policies and procedures.

We are committed to keeping you informed of any significant changes to our policies, procedures and your cover levels but in the first instance kindly ask you to visit [www.uia.co.uk](http://www.uia.co.uk) for our latest updates.

Kind regards

**Jon Craven**  
**CEO**  
**UIA (Insurance) Ltd**

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