



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 your members, keep our staff safe and adhere to official Government guidance.

General support for our policy holders

All our customer facing teams remain operational with policy holders able to update or renew their policies and make a claim. We have classified these areas of the society as the most critical part of the organisation in all resource and business continuity planning. We will however, be advising customers where possible to contact us via email or online in the first instance.

Supporting our policy holders working from home

If our members need to work from home because of Government advice or because they are self-isolating, their home insurance cover will not be affected, providing their work is of an office-based nature. If their work is of a different nature and taking place in the home, we have asked them to contact us for clarification.

Travel Insurance

For home insurance policies where travel is included, we are posting regular updates on our website here. The underwriters of this element of cover have introduced new exclusions for policies taken out or renewed after 11th March, these are in line with exclusions introduced across the sector and are dictated to us. Please be assured that the travel insurance terms for all our existing policy holders will not be affected until their renewal date.

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 assess smaller claims and limit face to face interactions, protecting both our members and our suppliers.

We appreciate that at this time our members may be facing additional financial burden and are dealing with these instances on a case by case basis when raised with us.

The health and wellbeing of our staff remains critical in enabling us to look after our policy holders and we are taking the appropriate steps to ensure their wellbeing both physically and mentally during this uncertain period.

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 to ensure compliance.

Jon Craven

CEO, UIA (Insurance) Ltd