| **Insurer** | **Status** |
| --- | --- |
| AEGIS | Following last night’s advice from the UK government we have taken the decision to close our office temporarily and move to a policy of all our staff working from home with immediate effect. Our test run for this last week went well as we expected it would as our Business Continuity Plan kicked into action. Therefore we are confident that we can deliver business as usual to all our broker partners and their clients. We will remain fully open for business and are ready to respond to the needs of all our partners. We are accessible via the usual phone numbers and emails.  Please continue to follow our LinkedIn page for further announcements.  AEGIS London wishes you all well in these difficult times and we thank you for your continuing support. |
| AIG | Please note that following Prime Minister Boris Johnson’s announcement earlier today of measures to help minimize the spread of COVID-19, effective March 17, 2020 we have asked all AIG UK colleagues across all our offices in the UK to work from home, until further notice. We will keep you updated on this in due course but please can I ask you to communicate this message within your business.    We stand ready as your partners to assist and support you now, and in the days ahead, however should you have any challenges during this work from home phase please don’t hesitate to contact Anthony, Dan (both copied) or myself.    Wishing you and all your colleagues the best at these challenging times. |
| Allianz | Allianz Global Corporate & Specialty is adapting to the COVID-19 (Coronavirus) outbreak daily, and we want to keep our clients and brokers fully informed as we respond to the latest developments.  AGCS has taken the decision to ask our London employees to work from home, effective from Tuesday 17 March, until further notice.  We will continue to service our clients, brokers and partners as usual, but via home-working. AGCS is well prepared and equipped to run our business effectively in this way.  Our key business functions, alongside the service you expect from us, will remain fully operational.  All our employees can be contacted via the usual phone and email channels and our switch-board will be operated as normal.  We have restricted business travel and meetings to only the most essential activities, but these can be arranged if deemed business critical by the parties involved.  In practice, many clients and brokers already deal with us day to day on a ‘virtual’ basis, and we will make every effort to ensure that customer contact is maintained fully through remote channels.  We feel these steps allow us to maintain business continuity effectively, while minimising any potential risk to colleagues, their families, and our business partners.  If you have questions please do not hesitate to contact us via your normal contacts and communication channels.  We will provide updates as we work to manage the situation and we thank you for your understanding and patience during these uncommon times.  New 18/3 Here is a link to download the [Allianz London contact list](http://agcs.london/) |
| Arch | In response to the escalating risk posed by COVID-19, and in light of recent actions proposed by the UK Government to restrict its spread, Arch has advised staff to work remotely with immediate effect.  This decision has been taken to help safeguard the health of our employees but will not affect our ability to conduct business. We are focused on remaining open for business and delivering uninterrupted service to our customers and partners during this time. We will maintain normal working hours and all Arch staff are equipped to operate remotely to ensure that the high standards of customer service that you currently receive are maintained.  Please continue to liaise with your usual representatives at Arch via all normal communication channels –where possible, landline numbers will be rerouted to connect to the mobile number of the individual you are seeking to contact. Our staff can also be available for video conference calls, as required.  Moreover, if you feel that Arch can support you in an expanded capacity during this period, please feel free to contact any one of us listed below.  Lino Leoni  Chief Underwriting Officer Specialty, Energy and Marine, Arch Insurance International  LLeoni@archinsurance.co.uk  07767 402307  Mike Lay  Chief Underwriting Officer Property, Casualty and Motor, Arch Insurance International  MLay@archinsurance.co.uk  07824 434438  Simon Williams  Chief Strategy Officer, Arch Insurance International  SWilliams@archinsurance.co.uk  07979 695400  David Booth  Chief Underwriting Officer, Arch Re  David.Booth@barbicaninsurance.com  07974 670 269  Ondine Bourrut Lacouture  Head of Long Tail Treaty, Arch Re  Ondine.BourrutLacouture@barbicaninsurance.com  07584 505 013  Simon Saunders  Head of Short Tail Treaty, Arch Re  Simon.Saunders@barbicaninsurance.com  07885 965 801 |
| Aviva | COVID-19 Update  We have asked our London based teams to work from home. |
| Axa | As we continue to monitor the situation with respect to Covid-19, we put the consideration of our people and the smooth running of our business first.   With this in mind, we are mandating that from tomorrow, Tuesday 17th March, all our UK based colleagues will work from home.    We have tested our ability to work remotely, with success, last week.  All meetings with external parties will continue to be held by phone or Video Conference capabilities.    We appreciate your support and understanding for our reasons in taking this approach at this time. |
| Beazley | As a business, we have a responsibility to do what we can to prevent the spread of this virus to our local communities and those who are vulnerable, for this reason we have taken the decision to ask all staff to work remotely.  We will continue to monitor the situation closely and will let you know when our teams return to the office.    We are committed to maintaining the same high levels of service to you, your broking teams and our mutual clients.  Although no longer at our Lloyd’s boxes or in our offices, our underwriters will be available by email and phone to quote and bind business and answer any questions you might have.  We are committed to maintaining a business as usual approach and have the technology in place to support this. |
| Brit | As you are aware,  COVID-19 continues to evolve with outbreaks across the globe. It is therefore extremely important that as a business and as individuals we monitor and prepare to respond to the possible increased risks of the virus spreading to our individual communities.  Rest assured that here at Brit we are deeply committed and focused on the health of all of our employees and their family members as well as our service to Brokers and Clients.   To that extent following the closure of our office , from Wednesday March 18th, we can confirm that all our staff at Brit have the ability to work from home via laptops so continuity of service can continue.  Underwriting can be managed through PPL, Whitespace and reinsurance trading platforms, and both Underwriters and Claims staff can be contacted by email or phone (please refer to the Brit App should you require contact details).   We have recently tested our systems for this eventuality and are confident that we will be able to trade together through this testing time.   We are in constant dialogue with Lloyd’s and will be working within the parameters of the Lloyds’ emergency trading protocol see link. [**Emergency Trading Protocol**](https://communications.lloyds.com/e/h0kacfzlkeqowg/437abb2e-2213-4f01-a54a-3df0b733f24c) |
| Chaucer | The health and safety of all Chaucer staff, customers and partners is a priority for us. Therefore, due to the increasing risks relating to COVID-19 we have today, implemented a mandatory work from home requirement for all UK and Ireland based Chaucer staff.  Chaucer have in place a strong capability to allow staff to work remotely and we are confident that we can continue to function as usual. Chaucer staff can be contacted as usual using their email address or direct dial or by calling the Chaucer switchboard on 0207 105 8000  We continue to actively monitor the situation with our Incident Management Team meeting daily to ensure we continue to provide important business services to our customers. |
| CII | The Chartered Insurance Institute puts in place plans to assist members and staff during the coronavirus outbreak  Following the UK government’s announcement that now is the time for everyone to stop non-essential contact and unnecessary travel, the Chartered Insurance Institute is postponing April written examination sittings that were due to take place on 20, 21 and 22 April will be postponed until October, with the exception of RO6 (Financial planning practice) and AF7 (Pension transfers) which we are planning to hold in July.  These changes will be confirmed with each candidate in due course.  At the current time, in line with government guidance, multiple choice question online examinations will go ahead at the pre booked centres as there are less than 25 candidates at each sitting.  The CII will continue to monitor and review the situation with these sittings, in line with government guidance.  If any candidate has any concerns or is following government guidance and is self-isolating at the time of their sitting, they can contact customer services at customer.serv@cii.co.uk to rebook their sitting at no additional cost.  We are also cancelling all events across the UK planned for the second quarter of 2020.  We are following the government’s guidance on working from home in London. All members of staff are equipped to work from home until government advice changes.  We have taken this action because our priority is ensuring the health and safety of our staff, members and providing the profession with ways to continue to deliver their services to the public. We takes seriously our role supporting you, your business and the members of the public you serve.  These are unprecedented times for every profession. In the coming weeks, the CII, our local institutes and societies will produce virtual content to support CPD requirements during this period and our continuing guidance in your vital role helping members of the public. The CII is also in contact with the government and regulators to keep our members updated with current guidelines.  We will continue to be here to assist the profession during these challenging times. |
| Covea | In an unprecedented epidemic context, Covéa Affinity is mobilising, in line with the instructions of the public authorities and the Covéa Group's instructions, to enable its employees to cope with the current constraints and to provide you with the service necessary for the continuity of your activities.  **Covéa Affinity's Business Contingency Plan is designed to provide its customers with all the services essential to their business in Europe.**   * Covéa Group has set up a dedicated crisis unit, managed by the Executive Committee, whose objective is to manage the quality of service we will provide you with over the coming weeks. In particular, our priority is to maintain a constant level of quality on activities that are critical to your operations. * We also work closely with our suppliers to assess their own continuity plans and minimize potential impacts if necessary. * Our objective being the respect of our customer commitments and the quality of our commercial relationship during this period, your usual contacts remain available by email and telephone in order to provide the same level of satisfaction on your requests and those of your customers. * We do not face any staffing problems at this stage. We will follow the situation carefully over the next few days and will not fail to keep you informed if necessary.   **In order to ensure a constant level of quality over time, our priority is the protection of our employees.** Several measures have already been implemented. In particular :   * The intensification of working from home * Limitation of physical contact: suspension of business travel, training and limitation of internal and external meetings. * Protecting our most vulnerable employees * Reinforcement of disinfection measures at our sites |
| DXC | Following the events of Monday 16th March, DXC UK have taken the decision to move as many staff as possible to working from home.    Offices will be open Tuesday 17th for anyone to pick up any equipment they have not already taken home, but then access will be restricted from Wednesday.    Currently amending the market communications that I circulated earlier to this effect.    We will be looking to close the London Market Document Centre (LMDC) later this week, but would like to restrict submission from tomorrow.  I will issue a communication that details how to submit any paper submissions within the market communication.  Any paper files already deposited will be prioritised tomorrow and we will contact the brokers involved in order to arrange collection over the next couple of days.  We will then move to a fully electronic process, during this period. |
| Faraday | *As a valued business partner of Faraday, we would like to update you on our situation with relation to the COVID-19 Coronavirus*    *We have made the cautious decision to accelerate our transition to working from home.  To that end, the Aviation underwriting and claims teams will be working from home from* ***Monday 16th March****, until further notice. Whilst Faraday remains operational and open for business as usual, the health of our customers and staff is of the utmost importance to us.*    *Rest assured we are committed to keeping the business moving throughout this difficult period and will update you with any further information in due course. We have the ability to work remotely and to keep in touch with use of e-mail and conference calling, we also have full access to our network drives and systems. This will enable us to deliver the best possible service we can. Any face to face meetings and visits will, however, need to be re-scheduled for a later date.*    *We have attached our full contact details for your ease of reference.*    *Please can you circulate this notice to all relevant persons in your organisation.* |
| Hiscox | Similar to the rest of the market, we have been closely monitoring the development of coronavirus (COVID-19) and above all else, we want to safeguard the health of our employees, partners and clients.  From Monday 16th March, Hiscox London Market employees will be working from home until further notice, which we feel is the best way to protect the wellbeing of our people and ensure the resilience of our business.  Rest assured we remain committed to delivering a high level of service during this period. Our underwriters will be available over the phone and via email, and PPL and electronic stamps will allow us to continue to transact business. We will have a limited number of underwriters in the office and at the Box for those matters that require face-to-face discussion, but in the first instance please get in touch with your day to day Hiscox contact via their usual contact details. |
| IIL | We continue to monitor the outbreak of coronavirus (COVID-19).    In line with the latest Government advice, the Insurance Institute of London (IIL) is making the following changes with immediate effect:     * Contacting us – The IIL office is now closed until further notice. All staff are working remotely and can be contacted as usual by phone and email * CPD, Networking & Social events – From today until 2 April 2020, all IIL events have been postponed. If you have registered for an IIL event, you will be notified by email. If you hold a Lloyd's Pass and do not pre-register, please check for updates on the IIL site, Twitter and LinkedIn   This is, of course, under continual review and any changes will be posted here.    Members can access CPD podcasts from previous events online.    If you have any questions regarding an IIL event, please email iil.london@cii.co.uk    Thank you for your understanding during this time, it’s very much appreciated. |
| Liberty Specialty Markets | We are monitoring the impact of the COVID-19 outbreak as part of our business continuity plans.  Liberty Specialty Markets has taken the decision that all London-based employees will be working from home with effect from today in order to mitigate the risk of infection and to contain the spread of the illness.  We will keep you updated as the situation evolves.    Please be assured, it is business as usual for Liberty Specialty Markets.  We have remote access to systems and electronic stamping capabilities for all slips and endorsements, and we also use PPL to receive submissions, quote and bind remotely. We can attend Skype and video conferencing meetings as required.    Please use your usual contact details. Where possible office lines are patched through to mobiles.    Please get in touch with any questions. I would be grateful if you could let me know as soon as possible if there are any business considerations that we might need to cater for during this period.  Please cascade this message to your teams. |
| LIIBA | In line with the action many of you are already taking and given the guidance just issued by the Prime Minister, **LIIBA staff will be working from home from tomorrow Tuesday 17th March**.  We will remain contactable via landlines, mobiles and email.  We are in the process of rearranging all meetings to be via conference call or video conference.  We hope therefore to be able to continue to provide as close to normal service to members as possible.    Wishing all of you and your families continued health and happiness in these difficult times. |
| Lloyd’s | Lloyd’s Executive Committee met today to discuss the COVID-19 outbreak, and how best we can look after the wellbeing of our people whilst continuing to serve our customers, your organisation and the market in general  To support you and our customers, we think it is important that the Lloyd’s market is able to continue trading throughout this crisis, and our current plans include keeping the Lloyd’s Underwriting Room open and available to the market, where organisations authorise them to do so.  From tomorrow (Tuesday 17 March), Corporation staff in the UK and internationally will be working from home. The only exceptions are our offices in China, Hong Kong and Singapore, as well as a small office-based team with responsibility for keeping the London building open and critical services running.  The weeks ahead will be challenging for us all, and I wanted to tell you that Jon Hancock has agreed to defer his leaving date from 31 March to 31 May 2020 in order to provide senior leadership support. I am grateful to Jon for his commitment to the market and the Corporation at this time.  Lloyd’s ExCo will continue to meet daily and of course we will remain in active contact with you as the situation develops.  Thank you again for your ongoing support. |
| Markel | As you are no doubt aware, the UK government has updated its guidelines in relation to the spread of the coronavirus. Boris Johnson announced last night that ‘now is the time for everyone to stop non-essential contact with others and non-essential travel’.    Markel will be following this new government advice with immediate effect. Our default position is that we should be working remotely where possible from Tuesday 17 March until further notice.    We are working hard to ensure we can be responsive to business and customer needs, alongside personal circumstances. Pat, Stephen and I can be contacted by phone/email and can conduct meetings via conference call.    ·         Pat Murphy-O’Connor  [Pat.Moconnor@markel.com](mailto:Pat.Moconnor@markel.com)  07909 906549    ·         Stephen Meredith  [Stephen.Meredith@markel.com](mailto:Stephen.Meredith@markel.com)  07881 038611    ·         Philippa High  [Philippa.High@markel.com](mailto:Philippa.High@markel.com)  07817 265152 |
| Scor | Protecting people and assets is at the core of SCOR’s mission, and that begins with ensuring the health and well-being of our employees, their families, our business partners and communities throughout the world. The COVID-19 pandemic has and will continue to pose a challenge to global economies and social resiliency, and SCOR has actively undertaken measures to help fight its rapid spread. Ensuring that our teams and people with whom they interact are safe and that our clients have the advisory, tools, and resources required to operate in this difficult environment is our top priority.  During this period of uncertainty, we have asked all SCOR employees around the world to prioritize videoconferencing and to avoid travel and large gatherings, such as conferences. Further, even though to our knowledge no SCOR employees have tested positive for COVID-19 to date, we have asked our employees to work from home as a precautionary measure. With our advanced technological tools and our strong global IT systems, all efforts are made to avoid impacts for our clients and business partners.  SCOR teams are fully committed to serving all our clients around the world and to contributing to the welfare and resilience of society.  **As always, your local SCOR representative and the rest of the SCOR team remain at your disposal in case you have any question regarding how the current measures might impact your business.** |
| Wine Society | First and foremost, I want to extend our best wishes to all our members during this turbulent time, and to thank you for your continued support of The Wine Society. It means a great deal to us and, as we approach these next few difficult months, I hope that your wine purchases will bring a little cheer to what is a tough outlook.  It is reassuring that many of you have turned to us over the last few weeks. Demand has been exceptionally high and we are currently working hard to deliver your wine.  Of course, the situation with Coronavirus is changing rapidly. It seems almost daily that we have new advice as consumers and as employers. We are doing our very best to navigate these choppy waters, keeping the health and wellbeing of our employees at the very top of the agenda, but also making sure that you have access to the wines that you want to purchase.  We are very much open for business, but with a few differences.  Many of you will already know that we have cancelled our Tastings and Events until the end of April. It is almost certain that we will cancel dates through May and June as well. Members with tickets will be hearing from us in due course, and will receive a full credit or refund.  We have closed our Cellar Showroom in Stevenage until further notice. Having a full delivery service, it was not possible to justify keeping the Showroom open given the advice from Government on social distancing. You will see a few small changes to our service levels. Next day delivery has been removed as an option and, although our warehouse and transport teams are doing an outstanding job of getting your wine on the road, service levels may be impacted over the next few weeks.  We would like to encourage members to utilise our website for information and for ordering. Member Services will continue to operate, but again service levels may not be as crisp as usual.  We plan to utilise both our own vans and also our carrier partners for delivery. If you receive an order from our own vans, our drivers have been instructed to ring the bell and then maintain social distance for mutual safety. You may also want to update your 'safe place' preference or add one to your account to make the delivery process even safer.  Our current stock levels are good. Our business model means that we own a lot of wine due for sale over the summer period. The current position regarding future deliveries is uncertain, but we are in touch with our winemakers and hope to keep the flow moving so that we can provide members with the wines you love. We will continue to use our website to communicate availability.  Finally, as we change the way we run the business, we also want to have some fun! There is much media comment on the difficulty of maintaining effective isolation and we want to do our bit to help. Currently our team is developing a comprehensive programme of wine-related activity to keep you entertained and engaged. More information will follow soon, but now may be a good time to sign up to our online Community. We plan to use the Community pages, the website and other media to bring you the best of our wine. |