

CORONAVIRUS: HOW TO CONTACT US

Just like most other businesses, we are taking sensible precautions to minimise any potential impact of Coronavirus to our employees and our customers.

Our primary concern is to make sure that the health and wellbeing of our employees is protected whilst ensuring we are available for you when you need us.

A number of our team are working from home and we have plans to extend this as the situation evolves. Please continue to contact them as you usually would; they are available to support you at this ever-evolving, challenging time but please be mindful that some are working remotely. Please also be aware that some roles have changed to ensure we provide the best possible service during this difficult period, so rather than e-mailing directly to a member of our team, we would ask that you e-mail info@baonline.co.uk. Include in the subject line or first line of your e-mail who you are addressing the e-mail to and the purpose of the e-mail to help us respond quickly. In addition, most of our insurers are also now home working so there could be delays in us getting the responses from them where needed.

Throughout the period of disruption, we expect to be able to provide a near normal service. However, to do so we will need your help and understanding. What does this mean?

- Our main contact methods will be operational for the duration, see "How to contact us" below.
- We want to communicate with everyone by e-mail rather than post so that in the event that postal deliveries become delayed or suspended, all communications are received by you, by the end customer and by us. We would recommend you do the same with your clients.
- Where premiums need paying, please avoid customers issuing a cheque wherever possible in case postal deliveries are disrupted as this could

cause delays in either arranging cover or payment of premium. If cheques are the only option, please tell us by phone or e-mail that the cheque is on the way so we can ensure the policy cover is in force. We will continue to accept payment instructions by debit/credit card and for those that wish to spread payments by direct debit via Premium Credit Ltd.

- Our online quote and buy systems for home insurance and single property buy to let continue to operate so you can quote and arrange cover where needed at www.baonline.co.uk. For obvious reasons, we have been asked by our ASU underwriters to temporarily cease to write new business as we wouldn't want customers buying a new ASU policy believing they can claim for unemployment if they are made redundant as a result of the current economic disruption when clearly underwriters would decline to pay such claims.
- We will prioritise existing clients (to ensure policies continue to be invited and renewed, any mid-term changes needed are made and support is available for those needing to claim under their policies), along with continuing to provide a new business service across our suite of products (excluding ASU). For new business, please ensure that you think ahead to ensure we can prioritise cases appropriately, bearing in mind the potential delays in insurers responding with quotes.
- Keep an eye out for our e-mail bulletins. We have recently issued several about **business continuity planning** and **Coronavirus related scams** and we will continue to use this medium to keep you updated on important messages.

HOW TO CONTACT US

Email: info@baonline.co.uk Tel: **01273 477 784**

We are continuing to proactively monitor and review the situation as it unfolds. Please take care of yourselves and follow Public Health Guidelines. Thank you for your continued support.

