



Supporting your clients emotionally, practically and financially through COVID-19

A summary of options and support services available for existing LV= policyholders

As a mutual, we're owned by our members, and we're continuously working hard to support them and their families, particularly those who find themselves in vulnerable circumstances. We understand that some of your clients may be facing new and more severe difficulties at this time. So, we're providing and extending our emotional, practical and financial services.

Financial support available in exceptional circumstances

Payment Break

In response to the challenges presented by COVID-19, we've introduced 'payment break' financial support for qualifying existing members with LV= protection policies. The payment break is funded through the LV= Member Support Fund and will prioritise additional financial support for our most vulnerable members experiencing extreme distress.

Our trained people will be on hand to talk with members to understand their situation, signpost additional options available through their existing policy and membership and where relevant, consider a payment break. Payment breaks will be offered a month at a time, for up to three months.

Your client's cover remains in place, in full during any payment break. If they need to, they're still able to make a claim in the usual way, in line with the terms and conditions of their policy. To be eligible for the payment break, the member should have:

- a policy that's been in force for 12 months or more
- a good history of premium payment
- less than 3 months arrears
- suffered a significant drop to their income, or their usual earnings have stopped.

We'll talk with your client to understand their individual circumstances and current income situation. And, we'll be offering additional guidance and support for advisers and will keep you informed of any payment break discussion outcomes for your clients.

A 'payment break' option may also be available for LV= members who are considered 'vulnerable'. For example, if they're unable to pay premiums due to mental or chronic physical health issues, or bereavement of a close family member.

Member Support Fund

If your client has been a member for a year and is experiencing a particularly challenging time they can apply for a financial assistance grant for themselves or a family member.





Financial support

We understand that your clients may be facing financial challenges due COVID-19. That's why we want to remind you of the flexible cover options available within our protection policies that are there to support your clients during a difficult time.

Flexible cover options available with most protection policies

- **Choice to miss usual payments and repay them later** - If your client misses a monthly payment, we'll usually give them up to 60 days to pay it (please check your client's policy conditions for their unpaid premiums grace period).
- **Reduction of monthly premium** – We offer simple amendment options to reduce the premium through reducing the cover amount, extending the waiting period or reducing the maximum claim pay-out period.

Flexible cover options available with Income Protection and Personal Sick Pay

- **Career break option** – This is available with our Income Protection and Personal Sick Pay policies and allows your client to reduce their cover and increase it back to normal levels within 2 years, without the requirement for additional medical information (please check your client's policy conditions for availability).
- **Unemployment payment holiday feature** – This is automatically included with Income Protection policies taken out since January 2017. It means your client won't have to pay their premiums for up to 6 months if they become involuntarily unemployed. Through this time, their cover remains in place, in full. The unemployment payment feature is not available under LV= Personal Sick Pay.

Emotional and practical support

- **LV= Doctor Services** - confidential expert medical advice, including remote GP which is now available 24/7, prescription services, second opinion, remote physiotherapy and remote psychological services.
- **Member Care Line** - offers free access to nurses for medical advice, trained counsellors for mental health and bereavement support and legal advisers for employment or housing issues.
- **Maggie's cancer charity** - offer emotional and practical support for people living with cancer, their family and friends.
- **Care Navigator** - provides specialist support and guidance for those facing the daunting challenge of care needs for themselves or loved ones.
- **LV= Business Care Line** - provides free legal, tax and VAT advice for Business Protection policyholders.



Please contact your LV= Account Manager for further support

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