



## ZURICH TO LEAVE OUR HOME INSURANCE PANEL

Due to Zurich's plan to withdraw from regional personal lines and national broker personal lines business, they'll be leaving Paymentshield's Home Insurance panel before the end of the year.

Our Adviser Hub has been alerting users selecting Zurich quotes of the deadline for submissions but here's a quick a reminder of the dates you need to be aware of;

### **Final date for Zurich new business**

After **28 December** Paymentshield will no longer be offering any new business quotes with Zurich and all applications for policies underwritten by Zurich must also be submitted by this date.

### **Pipeline quotes will be valid until 28 December**

Any quotes previously obtained with Zurich will be valid up to midnight on **28 December**. Any Zurich quotes not submitted by this date will expire.

Once the quote has expired, if a client wants to proceed with their application, you'll need to to into Adviser Hub and click back into the quote. It'll show you the quote results screen and provide you with prices from the remaining panel members, you can choose an alternative quote for your customer without having to re-do the whole quote process.

**Pending policies will be valid until 28 December**

All pending policies will expire at midnight on **28 December** if not submitted by this date. We recommend checking with any impacted clients in good time to see if they want to proceed with the policy.

Once the quote has expired, if a client wants to proceed with their application for a Paymentsshield policy, you'll need to go into Adviser Hub and re-quote from the beginning.

**Renewals from 27 November 2023 will be re-brokered to another panel member**

From **27 November**, customers with an existing Zurich policy will be migrated to another insurer on the Paymentsshield panel wherever possible.

**Mid-term adjustments will continue as normal**

Mid-term adjustments to current/live policies can be made as normal until the end of 2024.

Login to Adviser Hub to check the details of any pipeline quotes or pending policies currently with Zurich

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