



COVID-19

Customer service update

For the safety of our employees, customers and the wider community, we have implemented social distancing and remote working. We would like to reassure you that we are open for business and will be prioritising key customer transactions during this time. Our customer service and claims lines are open for business as usual.



Jane Kidd
Head of Personal Lines

How we are helping our personal customers in need

While our new working environment presents new challenges in how we service and provide solutions for our customers and partners, we ask customers and their Insurance Brokers to continue to engage with us. We are committed to helping you and our mutual customers through these challenging times.

Insurance policies can vary a lot. But for the period of Covid-19 we are providing meaningful solutions for our personal customers and brokers in this uncertain time. We particularly want to support our customers on the front line helping fight against Covid-19.



Finance Flexibility

We are committed to being flexible and working with customers on a case by case basis. If you experience financial difficulties paying for your insurance as a result of the Covid-19 crisis, we provide:

- Flexible direct debit payment plans.
- No direct debit default fees for missed payments.



Car Insurance Customers

- Extending your renewal by 28 days so you've more time to work through your options.
- Covering temporary drivers for up to 60 days free of charge.
- Extending foreign travel cover up to 60 days if you're unable to return to Ireland due to travel restrictions.



Cover has been extended for customers using their vehicles supporting the national emergency effort during Covid-19.

- Cover has been extended beyond the standard social, domestic and pleasure use for healthcare workers, front line staff and to those volunteering to support the Covid-19 crisis. For example using your vehicle to deliver essential supplies to the vulnerable and elderly within your community.

Priority claims service for all front line and health care workers to ensure mobility is maintained.

- Prioritised breakdown assist.
- Extended car hire where the customer experiences garage delays.
- Fast track claims settlement.



Home Insurance Customers

- Extending your renewal by 28 days so you've more time to work through your options.
- Automatic cover to facilitate home working.
- Ongoing access to our 24/7 Emergency Assistance Helpline 1890 208 408.



Travel Insurance Customers

- Cancellation cover where there is a travel restriction in place 14 days prior to your travel date if a refund is not available through your travel providers.
- Curtailment cover for essential travel once you don't travel against the advice of the Department of Foreign Affairs or the World Health Organisation.

Important

You should take time to read your Policy Document(s), Schedule(s), Endorsement(s) and Certificate(s) to give context to the special provisions contained in this document. As the situation develops, we may extend or revise these arrangements. This document applies only to business originating in Ireland and placed locally with Zurich Insurance in Ireland.