

## COVID-19 Update - Request to our policyholders

There is no doubt that COVID-19 (Coronavirus) is affecting all our lives and here at Equitable Life our first priority is the safety and well-being of our staff. Following government guidance, we have put in place new measures and controls, including;

- There will be no non-essential business travel
- Any members of staff with certain health conditions specified by the government will be working from home from 18 March
- Wherever possible, all other staff are working from home
- There are certain business activities that have to be carried out in the work place and to protect staff continuing to work in Aylesbury, the office will be regularly deep cleaned

As a result of the pandemic, and through following government guidance, Equitable Life is experiencing lower than normal staffing levels. We expect this to be the case for the foreseeable future.

Whilst we are focussing all our efforts on meeting the needs of our customers, in view of the current situation, we are respectfully asking that customers only contact us with urgent enquiries, for example if you need to access your savings, at this time.

There is a range of general information on our website which will answer many enquiries and we recommend that policyholders visit the site before contacting us.

We would also encourage customers, if they have an essential query, to contact us by post or email us at [info@equitable-int.com](mailto:info@equitable-int.com)

We thank all our policyholders in advance for their understanding in these difficult times.