

## COVID-19 – ABI MOTOR AND HOME INSURANCE PLEDGES

The spread of Coronavirus (Covid-19) is unprecedented in modern times and we understand this is an incredibly difficult time for families and businesses. Insurers want to support those who are affected by the impact of Covid-19, as well as those who want to help their communities in these challenging times.

ABI motor and home insurers have pledged to:

1. Support those who need to make a claim. Insurers have implemented business continuity plans and work closely with service providers to do everything possible in these challenging circumstances to continue to handle claims and support their customers. We recognise there will be many customers who will need additional support and insurers will prioritise those in vulnerable circumstances.
2. Support those who are working from home. If you are an office-based worker and need to work from home because of government advice or because you need to self-isolate, your home insurance cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.
3. Support those who cannot work from home. If you have to drive to your workplace because of the impact of Covid-19, your insurance policy will be valid. You do not need to contact your insurer to update your documents or extend your cover.
4. Support those who use their cars to help their communities. If you are using your own car for voluntary purposes to transport medicines or groceries to support others who are impacted by Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.
5. Support our key workers. If your work\* is critical to the national response to Covid-19 and you need to use your own car to drive to different locations for work purposes because of the impact of Covid-19, your cover will not be affected. You do not need to contact your insurer to update your documents or extend your cover.

\*everyone who works in one of the critical sectors listed by the government.

**Association of British Insurers**  
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Insurance provided by



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