

UTMOST PANEUROPE CORONAVIRUS (COVID-19) OUTBREAK

NOTICE FOR OUR UK BUSINESS PARTNERS



In light of the Coronavirus (Covid-19) outbreak, we are mindful of the potential impact on our communities, our employees, clients and partners. We have established robust measures to ensure continuity of service to our stakeholders during this outbreak. Please see the recent [statement](#) from our Group CEO on the general measures that we have taken across the Utmost Group of Companies.

SERVICE DELIVERY IN UTMOST PANEUROPE

Service delivery is a key priority during these unprecedented times. We have reviewed our comprehensive Business Continuity Plan to ensure that our people and technical resources can be mobilised quickly to work in alternate locations or remotely in order to minimise any impact on operational activity and ensure that we maintain the service provided to our clients and partners.

In Utmost PanEurope:

- › The office buildings in Navan and Dublin are open as normal.
- › Where possible, we are encouraging staff to work from home with the exception of those people responsible for core operational functions.
- › We do not anticipate any interruption to the availability of our service desks for telephone calls but to minimise call waiting times we ask that general service requests or instructions are provided, where possible, via email to the following areas:
 - › Private Wealth Portfolio (PWP): ccsfrontoffice@utmost.ie
 - › Selection, Delegation and Generation Planning Bonds: info@utmostwealthsolutions.ie
 - › Ex Athora/Aegon policies: wm@utmost.ie

Our dedicated Sales representatives are also available to you during this time - to answer your queries, listen to your suggestions and work together for the benefit of our mutual clients.

SCANNED DOCUMENTATION AND INSTRUCTIONS – TEMPORARY MEASURES NOW IN PLACE

In these exceptional circumstances, we recognise that our partners may have remote working measures of their own in place and it will be more difficult to send original instructions via mail or courier.

We are therefore pleased to remind you that we will continue to accept scanned instructions and scanned certified documents. This measure is currently in place and applies to existing regulated business partners. Please note that certification requirements remain the same, but this measure should make it easier for you to get documents to us, as well as enabling more effective handling of instructions.

Scanned documents can be sent to us via e-mail (by product) to the above email addresses.

It is important to note that we will require the original signed documents to be subsequently sent to us as soon as possible. Other requests for exceptional processing will also be reviewed on a case by case basis.

We continue to have stringent anti-fraud measures in place, noting the requirement for continued vigilance in the current situation where there is a general increased risk of attempted fraud. We may therefore request additional supporting evidence where further verification is required.

CONTACTS

Our servicing teams across all of our locations remain available to address any of your queries throughout this time.

If you have any specific queries in relation to this communication, please contact the support teams via the email addresses provided above or your Regional Sales Manager.

A WEALTH *of* DIFFERENCE

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