



17 March 2020

Dear Customer

### **How we will serve you during Covid-19**

Covid-19 is here, changing the world as we know it and challenging us all.

As a responsible business, we are taking every precaution to ensure the safety of our people and our customers. We are doing whatever we can to help curb the spread of the virus. We know that for the fight against this pandemic to succeed, we will all need to care and collaborate like never before.

We are also putting robust measures in place to **minimise disruptions** and ensure our business continues to run smoothly so that we can keep providing you with the peace of mind you deserve.

### **With the world in a state of flux and uncertainty, we want to reassure you:**

- Old Mutual will weather this crisis and be here to support you when you need it most. We are a financially strong business, well capitalised and managed by talented and dedicated people who are committed to being your 'certain friend in uncertain times'.
- Adapting to changing circumstances and rising to new challenges is something we at Old Mutual have been doing for 175 years. We have faced and overcome many major hurdles and defied many headwinds. Time and time again, we have emerged stronger and more resilient.
- Our advisers are ready to help you stick to your investment plan and provide you with accurate up-to-date information and sound advice so that you can make the right financial decisions for you and your family.
- There are no exclusions on any of your Old Mutual life and funeral policies regarding Covid-19. We will honour all valid claims.
- Our customer service teams remain focused on giving you the attention you need. They will respond to your queries as quickly as they can, however these are not normal times and we hope you will understand that there may be some delays that we can't avoid.
- Where we believe there is an unacceptable risk, we will temporarily close branches as a precaution. We will manage these eventualities as they occur and we remain committed to honouring our service promise to you.

**We strongly encourage you to email or call us instead of visiting us.** As part of our health and safety precautions, and to ensure 'social distancing', we are limiting visitors to our offices or branches, and also arranging for many employees to work from home where possible.



Reducing human contact helps to slow down the rate of infections and this, in turn, eases the burden on our health systems and our economies. Please visit us only if absolutely necessary.

Be assured though that **customer engagements remain a key part of our daily business**. For this reason we will continue keeping you informed and interacting with you and our other stakeholders by using technology, and replacing face-to-face meetings with virtual meetings wherever possible.

Please contact us on 0860 50 60 70 / [Email Service Centre \(service@oldmutual.com\)](mailto:service@oldmutual.com) should you have any questions.

We are more committed than ever to help make the future better and the world safer.

**Stay calm. Stay focused. Stay invested.**

Warm regards,

Iain Williamson  
**Old Mutual: Interim CEO**