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UNISON Living bulletin

May 2020

UNISON's affinity partner relations are important and never more so during these unprecedented times. Please see below for your information some of the Providers COVID-19 special measures and messages from our UNISON Living Partners.

UIA Mutual (Home, Travel and Pet Insurance)

A message from CEO, Jon Craven

As the impact of coronavirus (COVID-19) continues to evolve, we wanted to update you on the steps we are taking to ensure we continue to deliver ongoing support to you, our members and adhere to the latest official guidance.

All our customer facing teams remain operational with policyholders able to update or renew your policies and make a claim. We do however ask where possible, that you contact us by email in the first instance to aid the processing of any queries. Our email addresses are listed below for ease.

UIA Customer Service:

support@uia.co.uk

UIA Home Insurance Claims:

claims@uia.co.uk

All UIA Travel Insurance Enquiries:

support@uia.co.uk

UIA Home Insurance Sales:

sales@uia.co.uk

If you are working from home

If you are working from home because of

Government advice or because you are self-isolating, your home insurance cover will not be affected, providing your work is of an office-based nature. If your work is of a different nature and taking place in your home, please contact us to discuss your cover at support@uia.co.uk



Supporting new and existing claims

We are prioritising our vulnerable claimants and those in alternative accommodation with the hope of returning as many people to their homes as soon as possible. Where appropriate we will be utilising technology to conduct virtual visits to assess smaller claims and limit face to face interactions. If you are self-isolating or at increased risk of severe illness from COVID-19 we ask you to advise us when you contact us.

Travel Insurance

For home insurance policies where travel cover is included, we are posting regular updates on our website here. Please be

assured that the travel insurance terms for our existing policyholders will not be affected until your renewal date, but if you have any queries, please contact us at **support@uia.co.uk**.

As these are rapidly changing times, we are keeping up to date with official Government guidance that is issued by regulatory bodies such as the Financial Conduct Authority and the Association of British Insurers and we are

regularly reviewing our policies and procedures.

We are committed to keeping you informed of any significant changes to our policies, procedures and your cover levels but in the first instance kindly ask you to visit www.uia.co.uk ([click here](#)) for our latest updates.

Kind regards

Jon Craven CEO, UIA (Insurance) Ltd

LV=Liverpool Victoria (Car insurance and breakdown service)

At LV=, we pride ourselves on always trying to do the right thing for our people and customers. Our people work tirelessly every day to ensure our customers are put at the heart of everything they do and never has that been more true than it is today, as we face the challenges presented to us by COVID-19.

Our Customers

- We're prioritising all key workers and vulnerable customers, as we recognise how important it is for them to remain mobile.
- Our Britannia Rescue service remains open 24/7.
- We've temporarily provided all customers business use (Class 1) on their policy during this period. Customers will also be able to use their cars to volunteer to support the NHS and their local community.
- If you need to make a claim, we'll do everything we can to keep you mobile during this difficult time. We'll be able to arrange a repair for you as long as our repairers remain open and are able to source the parts needed for your vehicle.
- Where appropriate we are currently not charging cancellation fees and have waived admin fees for key workers and vulnerable customers.
- We are trying to be as flexible in our working practices based on individual scenarios.

However, it's not just our people who help ensure we provide the right support to our customers. Our supplier partners also play a very important role in helping us protect what matters most to our customers and standing behind LV= is a large network of suppliers who help us look after our customers.



Our supplier partners

- To support our network of independent breakdown businesses we've increased the amount we pay them to help them weather the financial hardship and to ensure they can still be on hand to support every one of our customers should they need our assistance.
- Additional support has been given to our bodyshops to ensure extensive cleaning of vehicles both prior and post repairs to ensure the safety of both our customers and the bodyshop staff.

On our dedicated coronavirus hub page, you can find the latest information and news, as well as details on what support is available from us at www.LV.com/coronavirus

For further information please call **0800 756 8164** or visit www.LV.com/unison ([click here](#))

Lighthouse Financial Advice (including mortgage advice)

Coping with the financial impact of coronavirus

The coronavirus pandemic has quickly changed the way we live our everyday lives and, while our main concern is safeguarding our own health and that of our loved ones and the wider community, many people are already feeling the financial impact of the situation.

Lighthouse Financial Advice, our UNISON Living partner for professional financial advice is available as usual and able to provide advice by phone. All members of UNISON are entitled to a complimentary, no obligation initial phone consultation with one of their professional financial advisers.

If you wish to discuss your finances, I encourage you to take up their offer, whatever your circumstances.

To book your phone consultation call

08000 85 85 90 or email **appointments@lighthousefa.co.uk**.



LIGHTHOUSE GROUP
FINANCIAL SOLUTIONS

The initial consultation is designed to discover whether or not you would benefit from financial advice and there is no obligation on either side to proceed further. Any advice related fees will be clarified with you before any commitment to proceed.

Lighthouse Financial Advice Limited is an appointed representative of Lighthouse Advisory Services Limited, which is authorised and regulated by the Financial Conduct Authority.

Shepherds Friendly (Savings provider)

At Shepherds Friendly we are monitoring the situation surrounding the novel coronavirus (COVID-19) closely, and we would like to send our best wishes to all of our members in these unprecedented times.

Keeping our team healthy and safe is essential to providing the service you have come to expect from Shepherds Friendly. As such, the whole business is now working remotely. Members will always come first, so this change has been carefully implemented, in a way that minimises disruption. That means we are still here to assist you and answer any questions you may have.

In order to reduce wait times for our members who choose to contact us via telephone, we have also deployed members of staff from other areas of the business to our Member Services Team. However our phone lines are busy at the moment, and it's important for us to prioritise vulnerable

members and those with urgent queries, so we would like to ask our members to help us to support those individuals by contacting us via email where possible.

Reaching us via email is simple, and our promise to you is that we respond as soon as possible. You can reach us at: **members@shepherdsfriendly.co.uk**

Furthermore, we're also committing to a paperless communications project, where we will soon start sending more of our postal communications via other mediums such as email and text message. We believe that this will allow us to continue to provide the same service to our members, help to keep staff safe and reduce the burden on key workers in the community. Once this project has been completed, we will update our members to let them know.



Shepherds
Friendly

UNISON Health and Dental Plans

Although our office is closed, phones are diverted and we are home-working. Whilst this does impose some limitations, the team continues to be fully operational in providing good service and the insurer is also paying its claims in a prompt manner.

All member promotions/adverts have been

ceased at this sensitive time - we know many of our policyholders are frontline workers and our thoughts are with these superb people.

Call us on **0800 037 0753**

Website: www.youbenefit.co.uk ([click here](#))

UNISON Protect (Rewards and prepaid cards)

We are open for customer enquiries and claims. Our phone lines and emails are slightly busier than normal, but we're working hard to speak to everyone as soon as we can.

Contact our Customer Services team here:-

Call: **0343 178 1231**

Email:

customerservices@unisonprotect.com

As a company we are indebted to the invaluable services that UNISON members provide to our community, thank you.



In turn, we are committed to working hard for you and your families.

UNISON Travel Club

We're here to help

This week has seen some extraordinary events, with international travel at a standstill, and the coronavirus crisis affecting all aspects of our daily lives.

Normally at this time we would be letting you know about our very best travel deals, but I wanted to take a moment to reassure you that, whatever else may be happening, we're here to help with any worries you might have about your holiday plans.

If your plans have already been affected, I hope that we have been able to help you and I would like to thank you for your patience.

But we'd also like to reassure you that, while the world of travel is on hold for the next few weeks, the situation will pass, and we will still be here for you when things begin to return to normal.

We'll be keeping our website up to date with the latest travel news, and our team of Travel Experts are on hand to answer any questions you may have, by phone and on social media.

Call us free on **0800 019 0063**

TC Branding Group

TC Branding are still open during this period albeit that we are working from home, we can take orders by phone on **01844 275700** email at **unison@tc-group.co.uk** or our dedicated UNISON website **www.tc-unison.co.uk** ([click here](#)) We are

actively trying to promote UK manufacturing during this difficult time particularly with back to work products such as personal water bottles that can be printed with individuals names. We are also supplying small (personal) bottles of hand sanitiser.



For more information on our UNISON Living Partners COVID-19 measures go to and sign post our members to **benefits.unison.org.uk** and click on the provider links.

Other Services to Members 'One Stop' website information links

- **[Welfare and Bereavement issues \(click here\)](#)**
- **[Legal Services \(click here\)](#)**

Please note that the Guidance and Death Benefit Form has been redesigned so that there is no need for the branch to sign it off nor a requirement for a Death Certificate to be provided. Instead, the Regional Secretary (or nominated person) will be required to sign the form off and then forward it directly to Sandra O'Brien at **S.Obrien@unison.co.uk** in the Finance Department who will process the payment direct to the next of kin.

In addition, the President and General Secretary have also decided that instead of the sliding scale of Death Benefits as per the Rule Book, that the maximum amount will be paid out of £570 for a period from the 1 March to the end of July 2020 when it will be reviewed.

- **UNISON website**

Our website continues to be the main channel for information. The key information hub for updates on coronavirus and workplace issues **[can be found here](#)**.

See also 'UNISON activist' – your weekly union update email.