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# Legal & General resumes face-to-face medical screenings

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Legal & General has today announced that it will be reintroducing face-to-face medical screenings from 15<sup>th</sup> June 2020. The FTSE 100 insurer had paused the use of face-to-face medical screenings for new protection customers in line with Government guidance in response to Covid-19.

Legal & General is focused on the wellbeing of its customers and, working in partnership with its medical providers, has introduced a number of safety measures as it resumes face-to-face medical screenings. These include social distancing, where appropriate, and full Personal Protective Equipment to be used by all health professionals.

All customers for whom a screening is relevant will be contacted in advance of their appointment by Legal & General's medical partners to discuss the additional measures and ensure that the customer is happy to proceed with the examination.

Craig Brown, Director Intermediary, Legal & General said:

"The health and wellbeing of our customers is our utmost priority and we have taken exceptional care in working with our medical partners to ensure that appropriate measures have been taken to safeguard our customers in face-to-face screenings. We will keep this under constant review in line with Public Health England and Government guidance and regulations.

"We hear from our customers that for many people, the importance of access to protection has never felt more essential. We are working very hard to ensure that we are able to safely and efficiently support new customers seeking to access protection at this incredibly worrying time.

"We would encourage all customers contacted by our medical partners to ensure that they ask any questions that they might have so that they are comfortable that they are fully aware of the safeguarding measures before proceeding with the examination. No question is too small. Our absolute purpose as a business is to support our customers at the most challenging time in their lives – this commitment is unchanged by Covid-19."

...ends...

## **FURTHER INFORMATION (JOURNALISTS ONLY)**

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## **NOTES TO EDITORS**

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## **ABOUT LEGAL & GENERAL**

Established in 1836, Legal & General is one of the UK's leading financial services groups and a major global investor, with international businesses in North America, Europe, Middle East and Asia.

With almost £1.2 trillion in total assets under management at 31 December 2019, we are the UK's largest investment manager for corporate pension schemes and a leading global provider of pensions de-risking solutions, life insurance, workplace pensions and retirement income. As part of our commitment to inclusive capitalism and building a better society for all, we have invested over £25 billion in direct investments such as homes, urban regeneration, clean energy and small business finance.

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