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Legal & General Insurance announces new digital trust process for existing customers

As the impact of Covid-19 evolves, so too will our process. We are working hard to identify new and innovative solutions to ensure we are supporting our customers through the most challenging times of their lives and enabling more people to have access to vital protection cover.

As part of this work, we have listened to our trusted partners and customers and introduced a new digital approach for our existing customers to place their policies in trust. Our trust forms are required to be physically signed and witnessed and we recognise that this is simply not possible, or safe, for many people at this time.

We have provided an alternative digital solution where trusts may be established without requiring a witness signature.

This will give intermediaries another excellent opportunity to contact customers whose policies are not currently in trust to offer guidance and support when many may be in need of valuable financial advice at this challenging time.

Ali Crossley, Managing Director, Partnerships, Legal & General said:

“These are uncertain times, but we want to offer our customers a clear certainty: our focus will always be to support them at the most challenging times in their lives. Never has there been a more challenging time, and we are listening to our customers and partners and working hard to be agile and responsive to their needs. This new digital approach to putting a policy in Trust will offer our existing customers peace of mind that their loved ones will be financially supported as they wish, without the need for pen and ink signatures and witnesses. Our customers – and supporting their needs – remain our absolute priority at this time.”

...ends...

FURTHER INFORMATION (JOURNALISTS ONLY)

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NOTES TO EDITORS

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