

**Covid-19: Business Continuity Information**

As the COVID-19 coronavirus continues to spread, we want to take this opportunity to reassure you of our business continuity arrangements.

MOFS and Business Insurance Services are well placed to continue to support your insurance needs through this uncertain time, although we have made some changes to the way we are working, which will come into effect immediately. We are open as usual but working with a skeleton staff in our office, with the remainder based at home. We would ask that clients do not visit our premises in Liverpool, the Wirral or Norwich during this outbreak.

We hope that there will be little or no impact to our service levels, and to assist you we have provided details of all email and telephone contact numbers for colleagues within our team. You can access these if you visit [www.mofs.co.uk/about/team/](http://www.mofs.co.uk/about/team/) or for business insurance service [www.bisgnrl.co.uk](http://www.bisgnrl.co.uk).

As we do not know for how long we will be able to continue to visit our office, dependent of course upon Government advice, we may not be in a position to collect post due to the suspension of Royal Mail. If this eventuality prevails, there is no guarantee that the Banks will be open in order for us to bank any cheques we may receive in order to pay your premium to your Insurer to maintain cover.

Whilst negotiations continue between the Insurance Industry and the Authorities over issues like these, at the moment, the only way that we can guarantee that payments will be received by us to enable us to pay them to your Insurer will be that if payments are made to MOFS electronically. Our bank details are contained on every invoice issued to you and, in addition, we can arrange to receive payments by credit card upon request. However, should you have any queries over payment, please do contact our accounts team for help and advice.

This is clearly an unprecedented time which will be challenging for us all, but we are here to help if we can and we would also like to wish all of our clients well in this period of uncertainty.