

CLAIMS. ASSURED.

We understand that this is the moment of truth for our customers and the opportunity for us to stand behind the promises we make to pay valid claims.

- **Trusted** – We settle all claims as quickly as possible, but ensure our customers are treated fairly and that their individual needs are considered.
- **Accessible** – Our claims team offer a confidential 24-hour help and advice service to all your clients.
- **Consistent** – On receipt of a completed claims form, a claims assessor will be assigned to your client, and will be their main point of contact throughout the process.
- **Compassion** – We've been working with the Samaritans and Macmillan Cancer Support to help to ensure all your clients' claims are managed with understanding and compassion.

"I thought I would send a short email to thank you and Legal & General for accepting my claim and paying out the full amount. This has taken a weight off my shoulders and will provide me with security for the future. I would not hesitate to recommend Legal & General to my friends and family. I would like to thank you personally for looking after my claims."

Customer email – 8 July 2010

CONTACT US



UNDERWRITING – (pre-sales enquiries)

Medical Underwriting Technical Advice Line (MUTAL)

0370 333 3699*



SERVICE

Please call your usual Legal & General contact



MAKING A CLAIM – (for advisers or solicitors acting on behalf of a client)

Critical Illness

0800 068 0789*

Life Cover and Terminal illness claims

0800 137 1041*

Income Protection, Mortgage Payment Insurance and Waiver of Premium

0800 027 9830*

*We may record and monitor calls. Call charges will vary.

Legal & General Assurance Society Limited
Registered in England No. 166055
Registered office: One Coleman Street, London EC2R 5AA

Legal & General Partnership Services Limited
Registered in England No. 504500
Registered office: One Coleman Street, London EC2R 5AA

We are authorised and regulated by the Financial Services Authority.
We are members of the Association of British Insurers.

W13457 07/11

UNDERWRITING, SERVICE AND CLAIMS

A SMOOTHER PROCESS.

Our underwriting, service and claims teams provide a professional, fast and efficient end-to-end service, so there's minimal disruption to you and your clients.



A SMOOTHER PROCESS.

We're renowned for producing some of the most comprehensive products in the protection market. We also continually review our pricing to ensure they're amongst the most competitively priced products available too. But we don't just stop there.

Our philosophy is to encourage an open relationship. To help ensure that your business is underwritten, serviced and if need be, a claim paid, as quickly and efficiently as possible. Ensuring the minimal amount of disruption to you and your clients.

Even before you've requested a quote right up to the point where a claim may need to be made, we provide a professional, fast and efficient end-to-end service.

UNDERWRITING. EXPERTISE.

We can simplify even the most complex cases.

- **Trusted** – Our expert underwriters are trained to degree level. They have specialist knowledge of individual medical conditions so they are able to assess the most complex medical histories.
- **Accessible** – We provide assistance for your underwriting enquiries with;
 - a dedicated underwriting and claims website with guides on medical conditions, occupations, hobbies and automatic evidence requirements.
 - our Medical Underwriting Technical Advice Line (MUTAL) for pre sale underwriting enquiries.
 - face to face training and support.
- **Consistent** – All enquiries are given a unique reference number to ensure complete consistency once we have received your application.
- **Compassion** – Telemedical interviewing by trained professional nurses to help get all the required information relating to any disclosed medical conditions, no matter how sensitive the subject.

"I've noticed that you've changed and reduced the number of questions on OLP Connect. That gets a big tick from me."

Helen Tomlin, William Lowden & Associates

SERVICE. DEDICATED.

One of the many reasons to do business with us.

- **Trusted** – Our award winning, UK based, service teams provide a dedicated service to deal with any protection queries.
- **Accessible** – We aim to deal with 95% of enquiries at the first point of contact.
- **Consistent** – We make sure your call will be personally owned and managed by one of our team, giving you a single point of contact from start to finish.
- **Compassion** – We aim to give you all the support you need through our people, systems and processes.

"It's so refreshing for someone to take ownership of a problem and then follow it through to ensure that it is resolved. I know that this took a large amount of your time and it is greatly appreciated.

I feel that Legal & General care about my client as much as I do and that gives me tremendous confidence; it has certainly put Legal & General at the top of my list of providers for both my standard and larger cases going forward this year.

I spoke to a client last night and recommended Legal & General for life and CIC, not just because of the product features, but also because of the service."

Graham Lawrenson, Independent Mortgage Broker

This is not a consumer advertisement. It is intended for financial advisers and should not be relied upon by private investors or any other person.