

Statement for Advisers

Supporting and servicing our customers
at this challenging time



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As a business, our purpose has always been to offer services and products that support our customers when they need it most. This remains our primary focus and we wanted to share some details around our approach to our customer service at this time.

Due to the impact of Covid-19 we are having to change the way we work for a while and ask you not to call us unless you cannot progress your case via our user systems. We have fewer staff than usual taking calls at the moment and are working as fast as we can to increase this number through equipping them to work from home. In parallel, we have taken measures to ensure that we are able to support you via our online systems including OLPC and Adviser Centre. We are still very much open for business and want to support you as fast and effectively as we can and we really appreciate your understanding and patience at this challenging time.

We have amended the opening hours of our call centres. We are now open between the hours of 9am – 5pm Monday to Friday. Of course, our user systems are available to you 24 hours, and these will be the best and most efficient method of finding information you might need at this time.

Our systems

There are no issues reported regarding the performance of any of our self-serve user systems. These systems will be the quickest and best way for you to get the information you are looking for - please use them as your primary approach. There are some useful Covid 19 FAQ's on our knowledge base tool which will provide you with information around our response and approach in light of Covid 19.

Claims and Underwriting teams

Our Claims and Underwriting teams are operating as business as usual, with 90% of the workforce working from home. We continue to review new case assessments within 4 hours and any medical evidence receipts are still being assessed within the 5 day SLA. However, there may be underwriting delays in the future due to understandable challenges in obtaining evidence from our customers, GP surgeries and third party medical providers and we ask that you bear with us should this occur.

MUTAL is available

Legal & General's Medical Underwriting Technical Advice Line (MUTAL) for individual protection sales is unique in the market. Operating to "assist and help educate" protection sellers and advisers our contact centre operates a highly focussed, specialised service.

We have now re-opened our telephone lines Monday – Friday 9am to 5pm (0370 333 3699*). We are also able to support our customers via email MUTAL@landg.com

*We are experiencing longer wait times throughout the day due to the impact of COVID-19. We thank you in advance for your patience.

Customer Application Support

Web Chat is an alternative way for you to communicate and seek support from Legal & General through real-time online live chat. Our Web Chat team are experienced consultants who are trained in both new and existing business queries. They will be available to chat to you between 09:00am to 5:00pm Monday to Friday. This can be accessed using the 'Live chat' button, which can be found on Agent Hub. [Find out more](#)



We would like to thank you for working with us as we ensure that we are able to provide you with the best possible service throughout this unprecedented national emergency. We will continue to work every day to support you and your customers.

In uncertain times, we would like to offer two certainties: our claims approach will always be fair and thorough, paying all valid claims and our purpose of supporting our customers in some of the most difficult times in their lives will never change.