Partner First Support

We understand how important L&G's service is to your business, and we're committed to making it as easy as possible for you to support your customers.

You'll have direct access to your Partner First Support Team, through a dedicated telephone line and mailbox, giving you a quick and convenient way to discuss your applications. With prioritised queuing, you'll also benefit from fast access to our webchat team.

There is a dedicated support line for all your pre-sale underwriting enquiries, helping you understand any medical or financial considerations for your customers before you apply. If you prefer to email your pre-sale your underwriting enquiries, simply send them to Partner First with 'pre-sale' in the subject.

Partner First Service

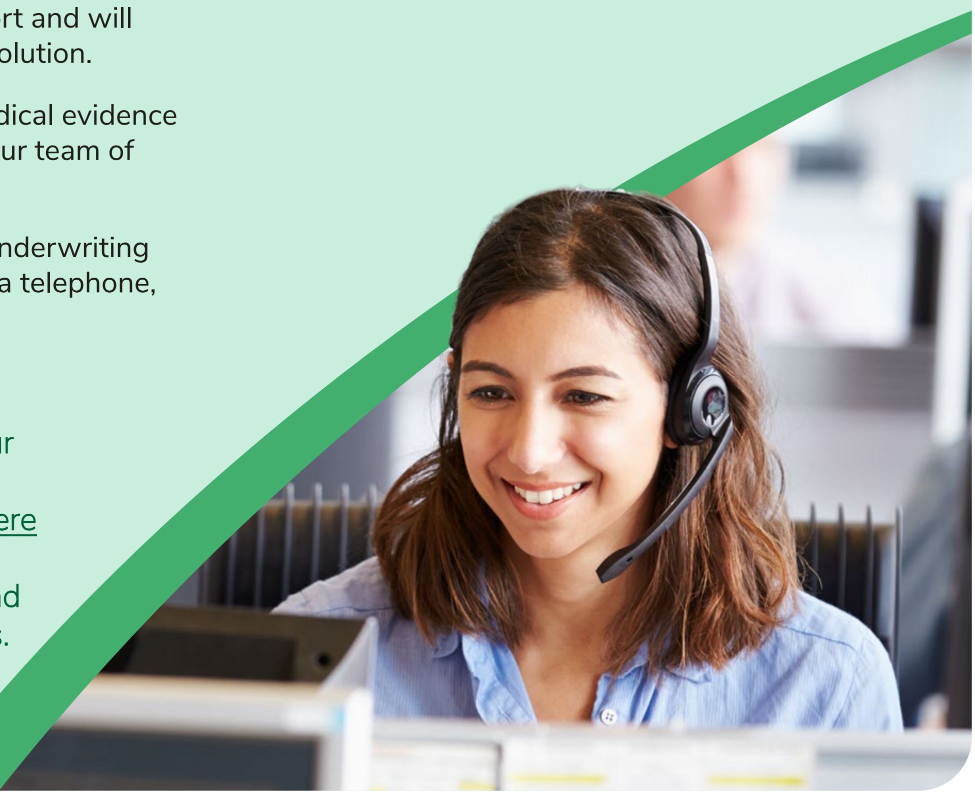
Our pro-active approach is tailored to help speed up the application process and get your customer protected as quickly as possible. We will:

- Issue all patient health reports electronically to surgeries. If your client's surgery is unable to accept electronic report requests, a paper copy will be automatically issued.
- Contact the surgery to confirm receipt of paper health reports, discuss payment and request an estimated turnaround time.
- You will receive regular reminders of your policies that are ready to start.
- Complete replacement policy checks over the phone to get your cases on risk quicker.
- Take full ownership of any applications that may require additional support and will manage these through to a solution.
- Aim to assess high value medical evidence within 48hrs, supported by our team of specialist Underwriters.
- Provide dedicated pre-sale underwriting support for your enquiries, via telephone, email and our online pre-sale underwriting tool.

For additional support with our new and existing business online systems, please click here to access helpful videos, frequently asked questions and to log in to our online systems.

Our enhanced L&G Existing Business Agent Hub gives you the tools and support you need to review and retain your clients' existing policies. Through the hub, you can:

- Stay up to date with policy cancellations, lapses and missed premiums.
- Reinstate Direct Debits.
- Review payment history.
- Cancel existing policies (not held in trust or ownership).
- See policy details, decreasing term schedules and download policy documentation.
- View upcoming indexation reviews.
- Check policy trust status.



Customer contact

We kindly ask that you avoid sharing the team telephone number directly with your customers. We're always happy to speak with your clients when needed, especially if we can support them with any outstanding actions. When transferring a call to us, please introduce the conversation to your Partner First team member first, so we can provide the best possible experience.

How to get in touch

partnerfirstsupport@landg.com

Dedicated webchat team within OLP Connect

Mon-Fri 9am-5pm. Open the support widget on your protection dashboard, type PFST into the text box and click launch chat to join your prioritised queue.

0370 050 0276

Mon-Fri 9am-6pm

0370 060 0004

(Pre-sale underwriting enquiries)
Mon-Thurs 9am-5pm, Fri 9am-4pm