Listening. Helping. Supporting.

We know how important the service you receive from Legal & General is to your business. Making it easier for you to service your customers is at the heart of what we do.

As a valued Partner, we'd like to introduce you to your dedicated Partner First Service Team who will work closely with you to look after all your Legal & General protection business.

Our aim is to build a closer working relationship with you, so that we understand your business and can add value to the day-to-day challenges you may experience when managing your pipeline. We'll pro-actively case manage your new business applications from start to finish, helping you protect more customers.

Good to know

A dedicated team to support you

We've set up a dedicated Service team who you can speak to about your Legal & General protection business. You'll have a dedicated telephone line and mailbox giving you immediate access to the team – providing a quick and convenient way to talk about your business.

We've also introduced a dedicated pre-application support line for all your pre-sale underwriting enquiries so you can access our team of experts to understand any medical or financial considerations for your customer before you apply. If you prefer to email us your pre-sale enquiries you can do that too. Simply send them to your team's mailbox and these are picked up by our underwriting support

How to get in touch

0370 024 0041 ***Mon-Fri 9am – 6pm***

partnerfirstsupportteam2@landg.com

0370 060 0004 (for pre-sale underwriting enquiries)

Mon-Thurs 9am-5pm, Fri 9am-4pm

Partner First Service

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

- We'll pro-actively call the GP surgery after 5 days to check that they have everything they need to complete the report. We will establish and action any upfront payment of invoices, additional medical consent requirements and timeframes for completion, speeding up the PHR process
- Send weekly pipeline emails covering all your pipeline application updates in one place
- Regularly review your pipeline cases and keep you updated with changes.
- Complete replacement policy checks over the phone to get your cases on risk quicker
- Take full ownership of any application issues which may require referrals or escalations and will manage these through to a solution, proactively updating you when needed.
- Provide our priority service for your high value cases by letting you know straight away of any medical requirements, ensuring all medical evidence is actioned within 48 hours and is dealt with by our high vale case underwriters.
- Provide dedicated pre-sale underwriting support for your enquiries, using our email service to your team mailbox or by telephone to your dedicated number.

Partner First Service

Your Partner First team can also help you with enquiries about your existing business. How will we help:

- General Direct Debit status enquiries
- Payment history information and payment dates
- Re-instatement of Direct Debits
- Take cancellation of policy (from customer only)
- Information on policy Trusts
- Support requests for policy changes

Customer contact
We ask that you do not promote the team telephone number to your customers to call us directly. We will be happy to talk to your customers, especially if we need to help them complete any outstanding action and would ask that when transferring them, you firstly position the call with your partner first team member.

Meet your team

Saira Ahmad - Team Manager

Shaun Barker

Jayshree Jayaram

Lee Silsby

Lauren Handley

Lisa Johnson

Robert Burnage