

For Adviser use only



The Twelve Months of Intermediary Support

Here's a round-up of 2020 from your Intermediary Team at Legal & General.

We're here to help intermediaries, supporting your work to advise clients. While the traditional Christmas carol 'The Twelve Days of Christmas' is about increasingly grand gifts, we aim to keep our support consistent throughout the year. As we step into Christmas, we wanted to remind you what's been happening.

As ever, if you have any feedback for us, please get in touch.



Begin



January

February

March

April

May

June

July

August

September

October

November

December



**Click each month to
see more information**



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January

February

March

April

May

June

July

August

September

October

November

December



January

At the beginning of 2020, we set out to help by:

- Enhancing our proposition to offer you and your clients more choice
- Digitising some key processes to make things simpler and quicker
- Supporting your conversions with tailored content, webinars and tools

[Read more about our commitment to intermediaries here](#)

January

February

March

April

May

June

July

August

September

October

November

December



February

We hosted our 9th annual Business Quality Awards, where we announced 2019's winners. The event celebrates those firms and intermediaries who are making a real difference to their clients. There was a great turnout and featured powerful talks from our CEO Nigel Wilson and guest speaker, athlete Colin Jackson. Why not enter the awards in 2021?

[Find out more](#)

January

February

March

April

May

June

July

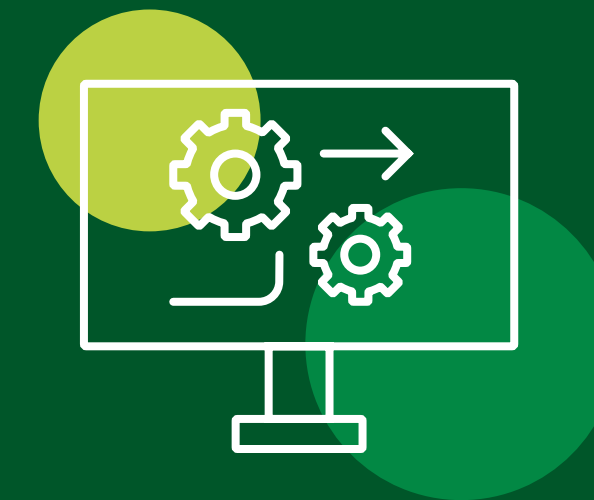
August

September

October

November

December



March

When the COVID-19 pandemic began to affect life and work here in the UK, we made a lot of changes to our digital processes to further support you and your clients. This includes retentions, underwriting changes, and creating self-serve guides. We also transitioned office based staff to work from home - including 106 underwriters - to maintain service levels. Additionally, we've extended our grace period for missed payments and given your clients the option of a payment holiday. To ensure consistently high quality services going forward, we have committed to keeping you informed about updates as and when they occur.

[Learn more about our response to COVID-19 here](#)

January

February

March

April

May

June

July

August

September

October

November

December



April

We signed up to The Protection Distributors Group' (PDG) Claims Charter, which helps improve transparency across the industry. Legal & General are delighted to highlight our commitment to supporting claimants at their time of need by ensuring we provide a high standard of service throughout the claims process.

[Read the full details](#)



January

February

March

April

May

June

July

August

September

October

November

December



May

We released our claims payment record to date. This year, we shared how in 2019 we paid £731m in protection claims. Our claims statistics are more than just numbers. They represent real people with real stories - who we are able to support because of you.

[Read more about our 2019 claims payment record here](#)

January

February

March

April

May

June

July

August

September

October

November

December



June

This month marked the launch of our new income protection campaign, '**For Today, For Tomorrow**'. The product is designed to protect your clients while also helping to look after their wellbeing, in both the present day and the future. The campaign aims to help convey the need of income protection. To support advisers in demonstrating this, we teamed up with Cover Magazine to produce an **interactive digital guide to income protection**, and we also created our **Adviser Toolkit**.

January

February

March

April

May

June

July

August

September

October

November

December



July

We partnered with property expert Phil Spencer. Together we aimed to educate people on why renters need protection. We created 6 educational videos that highlighted the benefits of rental protection for consumers and intermediaries. These were hosted on Phil's property industry website Move IQ.

[Watch the videos here](#)



January

February

March

April

May

June

July

August

September

October

November

December



August

Communications in August included the benefits of our Rental Protection Adviser Toolkit. Designed to support you, it includes calculators, helpful guides and sales aids, links to our CII workshops and our latest webinars, plus other tools and resources that can highlight the benefits of rental protection to your clients.

We also started our remote screening pilot. This was designed to help speed up the application process and mitigate local face to face restrictions.

[Check out how our Adviser toolkit can help you today](#)

January

February

March

April

May

June

July

August

September

October

November

December



September

We launched two new Income Protection products in September. Our **Low Start Income Protection plan** shares many of the same features as our Income Protection Benefit, but premiums start lower and increase each year with age. While our **Executive Income Protection** offers a new opportunity to talk to business clients, the monthly benefit can be used to help fund employees' ongoing sick pay.

January

February

March

April

May

June

July

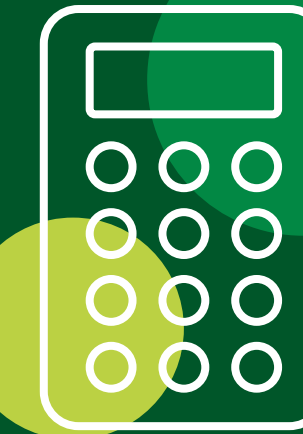
August

September

October

November

December



October

We launched a new tool called 'What are the Chances' in October. In just a few short steps, the tool can show your clients the chances of serious life events happening, creating a stepping-stone to conversations about how to protect what matters most. Find out today how the calculator can support your conversations and get more clients protected.

[Learn more](#)

January

February

March

April

May

June

July

August

September

October

November

December



November

We released the sixth edition of our Deadline to Breadline research. It delivers key insights to help us understand client finances and where we can help. For instance, did you know that on average, your clients could be 24 days from the breadline?

The research has a focus on:

- Financial resilience
- Ability to work
- Myths and misconceptions

[Read the findings in detail here](#)

January

February

March

April

May

June

July

August

September

October

November

December



December

December brings us a message from our Intermediary Director:

“Merry Christmas to our valued intermediaries, from us all at Legal & General. Thank you for all of your hard work and continued commitment to protecting clients this year, particularly during a very challenging time. We hope you can enjoy the season, despite the unusual circumstances. Stay safe, and we look forward to working with you, and supporting you, in 2021.”

**Craig Brown,
LGI Director, Intermediary**