

Coronavirus (COVID-19) update: The impact on savings plans and investment bonds

We understand you might have questions or concerns about the Coronavirus (COVID-19) pandemic and the effect it could have on your finances; so we've put together some useful information and important factors you should consider to support you at this time.

Stay calm and don't rush important financial decisions

During this unprecedented time, try to keep in mind your long-term savings and investment goals. Making a rushed decision based on short-term events and circumstances could have long-term consequences.

There are some important factors you should consider when thinking about making changes to your plan:

- The value of many investments has fallen significantly and there may be further falls as COVID-19 continues to have an impact on the economy. When markets fall like this, many people are tempted to withdraw their money or switch to lower-risk funds to protect it. This can lead to the investment in a fund being sold at a loss that might have been avoided if it were held for the long term as you might miss out on increases in value if the markets recover.
- If you need or want to cash in your savings or investment, you could lose out significantly in the longer term. So you might consider only cashing in what you need.
- If you need money in the short to medium term and have savings that could be used instead, you might want to consider taking some money from those alternative sources, if that still leaves money in rainy day funds, rather than to realise losses from the investment.
- If your money is held in an ISA and you decide to sell your investment to hold it in cash, you should consider keeping the money in cash within the ISA wrapper. There are limits to how much can be contributed to an ISA each year, and if you take your money out of the ISA, you might not be able to pay it back in.
- If you're considering surrendering your plan at this time, remember there may be exit penalties or charges applicable.
- If you are invested in the With Profits Fund and you decide to surrender your plan or switch out, there may be an adjustment to the value we pay. The amount you receive would be based on your fair share of the fund but this may mean you get back less than you expect. You can find more information about with profits at legalandgeneral.com/with-profits/guides
- If your plan includes some life cover, you should consider the implications of cancelling it, or stopping ongoing premiums, in the light of the current additional health risks. For example, life cover might be difficult to replace or cost more than the life cover provided by your current plan.
- If you make regular contributions, you might wish to consider continuing to make those contributions. You may be able to invest at lower prices than before the market downturn.

It is important to remember that past performance is not a reliable indicator of future results, and the value of investments can go down as well as up.

Be aware of scams or fraudsters

The current situation has led to an increased risk of scams and fraud. Scams are often smart, sophisticated and hard to spot.

- Scams usually start with someone getting in touch out of the blue. Be wary of any unexpected offers of advice made over the phone, online or through social media.
- Don't click links or open emails unless you're confident the email is really from a sender you know or trust.
- If it sounds too good to be true, it probably is. Stay sceptical.
- Scammers often try to put pressure on you to make quick decisions. Always take your time to check things out before going ahead.



- Always check who you are dealing with before changing any arrangements – you can use the Financial Conduct Authority (FCA) Register at [fca.org.uk/register](https://www.fca.org.uk/register) or call them on **0800 111 6768** to see if who you're dealing with is authorised.
- We'll never ask you to move money to a 'safe' account, so if someone contacts you asking you to do this, it's a scam.
- Scammers take advantage of current events to steal, so check a trusted source, like the Money Advice Service, regularly to stay a step ahead of the latest scams. Right now, look out for people and organisations you don't know asking for contributions towards COVID-19 relief.

You can find out more about how fraudsters are taking advantage of coronavirus to scam people on the Government's website [gov.uk/government/news/be-vigilant-against-coronavirus-scams](https://www.gov.uk/government/news/be-vigilant-against-coronavirus-scams) and Financial Conduct Authority's specialist web page [fca.org.uk/coronavirus-support](https://www.fca.org.uk/coronavirus-support)

If you're uncertain, we recommend you get professional financial advice or guidance

If you're not sure about what's best for your savings, investments and pensions, at this time in particular, it might be a good idea to consult a professional financial adviser before making any decisions. You can find one in your local area at [unbiased.co.uk](https://www.unbiased.co.uk) or by calling **0800 023 6868**.

The Government has announced a range of measures to offer support to people during the COVID-19 pandemic. You may wish to investigate whether you are eligible for this support before withdrawing money from your investment bond or savings plan. Go to [gov.uk/coronavirus](https://www.gov.uk/coronavirus) for more information.

The **Money Advice Service** provides impartial advice and guidance about all issues to do with money, for all ages. They also have a tool to help you locate free debt advice. The financial support available in the current circumstances is explained on their website [moneyadviceservice.org.uk](https://www.moneyadviceservice.org.uk) or you can call them on **0800 138 7777**.

An update on our services

We're following government guidance to protect our employees and customers from the spread of COVID-19. We maintain a cross-skilled workforce which enables us to continue to operate under exceptional circumstances. However, we're sorry that you may experience some delays in us responding to your enquiry or longer call waiting times.

We're prioritising critical payment and bereavement services, making sure essential tasks are carried out including maturity and bereavement claims, surrender requests and payment of regular income.

Our company remains financially strong and well-capitalised. We are a long-term organisation with over 180 years of history. While COVID-19 undoubtedly presents significant uncertainty for everyone, we are confident we will keep delivering for our customers.

Contact us

There are several ways to contact us



Call us on **0345 026 0003**
Call charges will vary. We may record and monitor calls.



Email us at: customer.response@landg.com
If you're contacting us by email please remember not to send any personal, financial or banking information because email is not a secure method of communication.



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