



How Police Mutual is supporting you during the coronavirus pandemic

The team at Police Mutual remain committed as ever to supporting you throughout this crisis in whatever way we can. We are naturally doing everything we can to ensure the safety and wellbeing of our colleagues and, at the same time, focusing on maintaining the service we provide to you, our Members and customers, click [here](#) for more information.

In order to provide support to our members during these unprecedented times:

- We have gone out to our Membership with a very short survey to understand more about how we can help them.
- We have produced a special edition Let's Talk Money and Coronavirus factsheet to provide guidance to anyone worrying about the financial impact of coronavirus. Click [here](#) to read this guide.
- Whilst circumstances have meant that we have stopped our face to face meetings, educational inputs and events, we will continue to offer help via the telephone, from our team of Financial Wellbeing Consultants.
- We continue to work closely with PayPlan to provide debt advice, click [here](#) for more details.
- We have increased our Care Line provision, offering 24/7/365 access to a confidential telephone helpline and a health and wellbeing e-portal and app, along with counselling for those that need it. Click [here](#) for more details.
- We have also increased the number of 'Definitions and Point to Prove' booklets we are printing to support those officers returning to or joining frontline services along with new entrants.

We have made some changes to our general insurance products in line with the ABI motor and home insurers [pledge](#) to support those who have been affected by the impact of Coronavirus, these changes include:

Your car insurance policy

- If you have purchased the Foreign Use Extension but are no longer going abroad, you can cancel this and receive a full refund.
- The Government announced a six month extension to most MOT's. You can find further details about this at GOV.UK. If you are relying on the Government's MOT extension this will not affect your policy cover.
- Temporary additional drivers can be added for longer than the current 30 day period. Please call us if you need to include an additional driver.
- If you want to drive a different car on a temporary basis please call us to discuss this.
- If we have asked you to supply us with proof of no claims discount we will extend the period for you to provide this during the lockdown.





Your home insurance policy

- Clerical Homeworking is covered under our policy.
- You do not need to add business equipment (e.g. a phone or laptop) owned by your employer to your home insurance policy as this will usually be covered under the employer's business insurance. Please check with your employer.
- The policy applies certain restrictions if the property is left unoccupied for more than 60 days. The time restriction is waived for those staying with relatives who are self-isolating, stuck abroad or are in hospital.
- If you are staying away from home, your personal belongings/contents will still be covered.
- The timescale to supply a valuation will be extended during the lockdown.

For all the latest information regularly check our [Coronavirus Hub](#).

During these unprecedented times, we understand you might be worried about how to contact us and keep in touch about your policies and plans. The majority of our colleagues are now working remotely. Because of this, we would ask that there are certain things you can do to help us provide you with the best service:

- If you can, please switch from sending correspondence by post to emailing us. You can email us at administrationservices@pmas.co.uk for savings and investments or info@pmas.co.uk for insurance.
- If you need to make payments, please do not send these in the form of a cheque. The easiest way to do this is over the phone by debit or credit card, or alternatively via bank transfer.

We will be sending our insurance renewal documentation by email rather than post. If we don't have an email address we will contact you by telephone to obtain one. If you haven't heard from us 21 days before your renewal date, please call us.

If there is any other support that Police Mutual can offer you at this time, please don't hesitate to get in touch.

For more information about the products and services available from Police Mutual:

Call us 01543 441630
Visit policemutual.co.uk

We're open from
9am - 5pm Mon - Fri

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