

A message to our partners from the Thistle Insurance Team

Firstly, we hope that this message finds you and your family well and you are now starting to adapt to the changes following the government's recent announcement.

At Thistle, we want to update all of our valued partners on some of the steps we are taking to ensure that our high level of customer service is maintained during the COVID-19 (Coronavirus) outbreak.

How are we adapting at Thistle?

Our priority is to maintain normal service to our partners and customers, while ensuring the safety and wellbeing of all our team members. Naturally, to do this we have made some changes to the way we work.

Contacting us

We are set up with a great remote working capability, meaning members of all our teams, including Customer Services, Operations and Account Management, can continue to work through secure access to laptops and landline phones. Our phone lines will continue to operate as normal, and we don't expect you to see any changes to our usual service. Call volumes may increase over the coming weeks which may result in slightly longer call waiting times for you or your tenants so we would like to thank you in advance for your patience.

Data protection and security remain a priority and calls will continue to be recorded for quality assurance purposes.

Following Government guidelines, we currently have a restricted ability to deal with postal enquiries. Where possible please use online payment options and avoid sending cheques via the post.

If you have any questions or queries regarding your policy, you will still be able to contact us by either phone or by e-mail.

Phone: 0345 450 7286

Email: tenantscontents@thistleinsurance.co.uk

Monday - Friday: 9am - 5pm

Our insurer partners and key suppliers are well prepared to provide continuity of service through the coming weeks and months, which includes our claims service.

We would like to reassure you that we are taking all possible measures to minimise disruption, ensure continued high standards of customer service, and provide a smooth process for you at all stages.

Thank you for your continued support and patience through this difficult period. Please keep you and your families safe and we look forward to being in contact with you again soon.

Yours sincerely

Dave Wood

Managing Director