

Home Insurance Update during COVID-19

We hope that you and your family are keeping safe and well as the COVID-19 situation continues to evolve.

Your safety and welfare, as well as that of our colleagues, is our priority at all times.

We understand that you might have questions about the home insurance cover you have arranged through us which is underwritten by RSA and how it is affected at this time. We'd like to give you an update on the arrangements that have been put in place. As the situation develops these arrangements may be extended or revised.

- ▶ When taking out a new policy, or renewing a current policy, the need for you to send us original documents has been removed and a PDF or photo of required documents is being accepted and can be sent via email to boiservice@ie.rsagroup.com.
- ▶ If, for some reason, you are unable to contact us before your renewal date and wish to renew, you can arrange payment up to 28 days after renewal date.
- ▶ Personal belongings cover has been increased to €2,000, where the policyholder or member of the household is deemed an [essential worker](#), if belongings are lost, damaged, or stolen while working or commuting (€500 single article limit).
- ▶ We can confirm that cover up to €4,000, is in place for items used to work from home (e.g. employer's laptop) with an option to increase limit of cover if €4,000 is insufficient, where your home insurance policy is for your own private residence.
- ▶ If your home is left unoccupied for up to 60 days, because you have been unable to return to your home as a result of Covid-19, your cover will remain unaltered.
- ▶ We want to support you during this difficult time, if you missed a home or motor insurance direct debit during Covid-19, we will work with you to ensure continuation of cover where possible and will not charge any Direct Debit default charges, please email us at boiservice@ie.rsagroup.com or call 1890 608 608.

Also, if you are deemed an [essential worker](#) we understand time is potentially more precious at this moment so a dedicated email address is available to support you with any queries or changes to your existing policy, this email address is boessentialworkersIns@ie.rsagroup.com.

Claims

Claims service arrangements in place have been updated.

- ▶ Claims made by front line and vulnerable customers are currently being prioritised and dedicated claims handlers are available for these customers.

In order to make a Claim, call 1890 608 608 (option 5 followed by option 1) or contact the 24 Hour Emergency Helpline on 1850 213 111.

If you have a query, want to make a change or renew your policy you can email boiservice@ie.rsagroup.com or call 1890 608 608. Phone lines are open from 9am-5pm, Monday to Friday. Please note call wait times are a little longer than normal due to high demands on the service.

Stay informed and stay well. Bank of Ireland Insurance Services