

Car 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 car insurance cover you have arranged through us which is underwritten by RSA and how the cover is affected at this time. We'd like to give you an update on the arrangements in place. As the situation develops, these arrangements may be extended or revised.

- ▶ When taking out a new policy, or renewing a current policy, you are currently not required to send us original documents and a PDF or photo of required documents is acceptable and can be sent via email to boiservice@ie.rsagroup.com.
- ▶ If it's required and you are unable to complete a medical or NCT test, there is no restriction on renewing your policy, during this period. These documents will be required once current restrictions are lifted.
- ▶ A courtesy car will be provided at no extra charge to any [essential worker](#) with a car insurance policy arranged through Bank of Ireland Insurance Services and underwritten by RSA, if the car is involved in an accident until the car is repaired.
- ▶ If your car is not in use during this time, you may be able to suspend your car insurance. Please contact us at the below phone number if you would like to arrange this.
- ▶ If you're unable to return to Ireland due to travel restrictions and have your car with you abroad, foreign travel cover for your car is being extended for up to 60 days. Please contact us at the below phone number or email address for further information.
- ▶ Car insurance cover arranged by Bank of Ireland Insurance Services and underwritten by RSA is extended beyond normal personal use, if you are helping within your community for voluntary purposes, e.g. to transport medicines or groceries to those in need, or to take those that may be ill or vulnerable to hospital or testing facilities.
- ▶ Your cover allows insured persons to use your car for; social, domestic & pleasure purposes, along with commuting to and from your place of work or study. Cover has been increased so that you can also use of the car in connection with business travel for (if applicable) with immediate effect and until further notice. There will be no additional charge for this.
- ▶ Should you need to cancel your policy you can do this by phone/email and return your insurance certificate at a later date.

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 contact us at boiservice@ie.rsagroup.com or call 1890 608 608.

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

In support of customers, and recognising these challenging times, it is understood car insurance customers are driving less than before the lockdown.

As a result, a €30 premium return in the form of a One4all gift voucher will be issued to you from RSA as an existing motor insurance customer to reflect this lower car usage. Vouchers will be issued automatically over the coming weeks to customers who had a policy in effect on the 31st March 2020.

RSA, as the underwriter of your policy, have prepared some [FAQ's](#) which may help answer any connected questions regarding the Coronavirus Motor premium return.

*Please note by clicking this link you will be entering a third party website.

Claims

The arrangements in place related to claims has been updated

- ▶ Claims made by Front line and vulnerable customers are currently being prioritised, and dedicated claims handlers are available for these customers.
- ▶ A courtesy car is being provided at no extra charge to any [essential worker](#) with a car insurance policy arranged through Bank of Ireland Insurance Services and underwritten by RSA where the car is involved in an accident. The courtesy car will be provided until the car is repaired

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

Car Insurance is arranged by Bank of Ireland Insurance Services and underwritten exclusively by RSA Insurance Ireland DAC. Bank of Ireland Insurance Services Limited trading as Bank of Ireland Insurance and Bank of Ireland Insurance Services is regulated by the Central Bank of Ireland. A member of the Bank of Ireland Group. RSA Insurance Ireland DAC trading as RSA is regulated by the Central Bank of Ireland.