

At Acorn Life, our primary concern is the wellbeing of our staff, advisers, clients and all their families as well as the wider communities to which we all belong. We understand that you may be concerned about COVID-19 and the impact this may have. This statement lets you know that we are prepared by outlining the steps we are taking to safeguard service and client support in response to COVID-19.

We have business continuity measures specific to the situation. Staff and advisers are ready and equipped to work from home securely. Some have begun doing so already. You should not notice any change in the levels of service.

We have provided guidance and implemented certain protocols for our people throughout our branch network and Head Office in line with World Health Organisation (WHO) and Health Service Executive (HSE) recommendations. This includes extra hygiene products and cleaning procedures, along with guidance on protective healthcare, social distancing and travel advice.

You can continue to carry out your insurance services through our adviser network, our branches and our Client Services Team in our Head Office. In the interest of safety for our people and clients, if you are displaying any symptoms or are concerned you have been exposed to the virus and are self-isolating you can talk to your adviser on the telephone or ring through to our Client Services Team in our Head Office instead of arranging a meeting.

We are also working closely with other life assurance companies and Insurance Ireland to best manage the provision of insurance services if the situation escalates.

To keep up to date on latest HSE advice please go to www.hse.ie

To keep up to date on any changes to our services please continue to check for updates on www.acornlife.ie

Contact Details

- Talk to your local financial adviser
- Details of your local branch can be found on <https://www.acornlife.ie/contact-us.html>
- Client Services Team 1800 446 446 or 091 535 700
- Email your query to our Client Services Department at clientservices@acornlife.ie

Keith Butler
Chief Executive
Acorn Life DAC