

Email received from LV

Dear Ms Reeves,

I am contacting you regarding a tweet that you have been copied into regarding LV= General Insurance and our employees.

I want to reassure you that the welfare and safety of our employees is our main priority and everyone who can work from home is doing so. Our IT team is working around the clock on getting equipment to allow everyone else to do the same. However, we do provide an essential service to our customers, as outlined by the Government and regulator, which is why it's important that we continue to support them and at the moment some of this support can only be provided from the office. Whether it's helping someone whose home was flooded by the recent storms, fixing cars for essential workers and NHS staff, refunding cancelled holidays or finding alternative accommodation because hotels are closing, we have to be there to support our customers. We know these are really difficult times and we expect to maintain a small skeleton staff in our offices but we're doing everything we possibly can to ensure that those people currently in the office are working in the safest environment possible, so we're extensively cleaning regularly and are adhering to the two metre rule, following Government advice.

We are continuing to monitor the situation and we will keep you updated.

Yours faithfully,

Caroline

Caroline Jackson
Head of Public Affairs – LV= General Insurance

tel: 07713 621 381

email: caroline.jackson@LV.co.uk

