

COVID-19 CONTINGENCY PLANNING

At Black Rock Insurance Services, the safety of our employees, and customers remain a top priority. We continue to monitor the situation and update our working procedures in line with the Government guidelines.

To be prepared in case we are told that we have to work from home we ask that you supply us with an email address so that we can continue to send renewal invitations and policy documents to you. If we do have to work from home, we would not be able to post anything via Royal Mail, so it is vital that you provide this information to us.

Please email **blackrockiw@btconnect.com** with your email address and we will update our records. We do not send marketing emails, only emails relating to your policies.

Further more as a preventive measure, for the time being we will **NOT** accept any payments by CASH or CHEQUES unless in exceptional circumstance. We can accept payments by credit/debit card over the telephone or by bank transfer. Our bank details are on the bottom of our letters.

We respectfully ask that you do not visit the office unless absolutely necessary, most queries can be dealt with over the telephone. This is to keep both you and our employees safe.

We apologise for any inconvenience this may cause, but we hope you understand the reasons for us doing this.