

Tuesday, March 17, 2020

## Coronavirus service continuity plan

We have been closely following guidance from the government with regards to COVID-19, our duty of care to our team and our community means that we are fully supporting the Government's social distancing strategy. We hope that you understand this.

We are in the process of switching over to completely working remotely. We are fully operating and accessible by phone or email.

A few changes will occur starting from Friday 20<sup>th</sup> March 2020:

1. We will only be receiving payment by bank transfer. Our bank details can be found on all renewal letters, quotations and invoices. Please use your Bay Number as the reference.
2. When a policy is cancelled and a refund is due, the refund will be via bank transfer only. Please advise us of your bank details when notifying us of your wish to cancel.
3. All proposal forms will need to be emailed back to the office at [admin@baymarineinsurance.co.uk](mailto:admin@baymarineinsurance.co.uk)
4. All policies and renewals will be sent by email, as these are now being issued by Underwriters electronically. **Please ensure we have an up to date email address for you.**

If you have any queries or questions, please do not hesitate to contact us, we are available on 029 2023 5756, 9am until 5pm Monday to Friday, if we can be of further assistance.

If you have a claim to report, or require advice outside of these hours, contact Susanne Newbold on 07774654589.

Please be assured of our continuing prompt and personal attention at all times.

Bay Marine Insurance

[www.baymarineinsurance.co.uk](http://www.baymarineinsurance.co.uk)  
[admin@baymarineinsurance.co.uk](mailto:admin@baymarineinsurance.co.uk)

*Bay Marine Insurance Consultants Ltd. Company Number 4938862  
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Registration Number 308097*



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