



# COVID-19

## OUR SERVICE CONTINUITY UPDATE NO. 5

Clients and Friends,

For those of you based outside of Ireland (and as those of us based in Ireland only know too well after Monday night's announcement), the Irish Government has moved the country to Level 5 from tonight. This, in effect, is one step short of the lockdowns seen in March 2020. It is hugely disappointing news and I was hoping our next communication would be around how we were moving out of this virtual world and looking forward to re-connecting face to face.

COVID-19 is clearly not going away anytime soon, which means this will continue to be a difficult and challenging time for many of our friends and families over the next 6 weeks and beyond, but we are hopeful that it will be a platform to enjoy Christmas together.

Despite everything going on in the world, we want to assure you that we have not, and will not be relaxing our efforts in fighting this virus and our vigilance toward maintaining the quality of our service to you. We want to really thank you for the messages of support over this period, together with many new ideas to make sure we continue to communicate and work together. Please continue to stay in regular contact and let us know if you need anything extra or have further suggestions for us to improve our service to you during this time.

## STAYING CONNECTED

- Our series of Webinars have moved to fortnightly, continue to be a huge success and a great means to stay in touch. Please join us over coming weeks where there is bound to be a lot of interest in Lenny's views of the outcome of the US election and ongoing Brexit negotiations.
- We continue to attend all client meetings, 1-2-1 market updates and service specific client needs, utilising all the different technology developments across our organisation (and yours) to make sure we stay connected
- We have been working with our clients on many new opportunities that have surfaced, due to the crisis, but we are now seeing a real return to (new) normal with a number of RFP's coming through the business and a clear regular flow of business. We are delighted to be able to service this business as if we were in the office and hopefully we continue to meet your expectations

Our actions in ILIM continue to be focused on our main priorities - our clients, their investments, our colleagues and our suppliers. Our BCP has continued to work very well and as we had not planned for a return to the office until 2021, therefore this current setback hasn't impacted how we serve you and your needs.

I just want to reassure you again that we are prepared for this changing world and we will be there to support you. Please contact me or any of my colleagues if you have any concerns and I'm sure you agree that we will be forever grateful to those on the front line continuing to work hard in our communities.

Hope you have a good week and we look forward to talking to you again soon,

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# Irish Life

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