

18 May 2020

MS Amlin Specialty and Covid-19

What has happened so far?

Over the last few months I am pleased to say we have continued to maintain an effective underwriting and claims service, despite the ongoing challenges presented by Covid-19.

I know our coverholders and brokers have been in regular contact with MS Amlin teams to secure new risks and opportunities as well as to support existing clients through this period and we are enormously grateful for the collaboration and support we have received from our key trading partners in what has been, and remains, a challenging environment. Whilst our office locations remain closed and we continue to work effectively from home, our thoughts inevitably move to a safe, phased reoccupation of our offices and a return to a “new normal” working environment.

Maintaining operational resilience

For now our existing Business Continuity Plans will remain in place, and we will continue to monitor the situation as advice and guidance evolves to ensure we can respond to whatever path Covid-19 takes.

We have established a multi-disciplinary taskforce, with representatives from across the business, to ensure we consider all the implications before we reopen our offices.

One thing I can confirm is that we will not be forcing our people to return to the office unless they are ready and willing to do so. We recognise fully the concerns many people have regarding the use of public transport and public access to buildings, and we have no desire or need to increase the anxiety many will already feel.

Once staff do return to the office, we will be controlling the volume of people able to access the buildings on a daily basis, with specific work patterns designed to ensure we manage occupancy in a safe and measured way to reduce the risk of infection, whilst returning some semblance of a “normal” working day.

Despite this, I think it is only sensible to recognise that even when we reopen our offices it may be some time before external visitors are able to have access. Meetings with our people, if deemed absolutely necessary, will need to be held in other locations, as long as they are conducted in line with whatever social distancing requirements are in force at the time.

As the government guidance evolves and we receive a clearer picture on when it will be appropriate to reopen our offices, I will be in touch to confirm the details of this phased approach.

Underwriting and Claims operations

In the meantime our underwriting and claims teams will continue to trade and operate effectively with you whilst working from home, and this will remain the case as and when we begin to reoccupy our office premises in a phased manner.

Please be assured we remain vigilant, both to the developing nature of this situation as well to the evolving guidance from national governments and international agencies.

In the meantime if you have any questions, please do not hesitate to get in touch with your usual MS Amlin contact.

Yours sincerely

Tom Clementi
Chief Executive Officer
MS Amlin Underwriting Limited