

22 January 2021

Re: Balens, Bridge Protection scheme

Statement Following the Supreme Court decision released on Friday 15th January, on COVID-19 Business Interruption losses

The Bridge Protection policy wording provides cover for Loss of Income (if it has been selected) under Section 4, specifically for loss resulting from interruption of, or interference with the business, in consequence of the occurrence at the premises of any outbreak of human infectious or contagious disease other than acquired immune deficiency syndrome (AIDS) or an AIDS related condition.

If you have suffered a loss due to this cause, please contact your insurance Broker, Balens, to notify them of the loss so a claim can be forwarded to Covea, to be reviewed and assessed.

Every claim will be assessed on an individual basis, based on the circumstances of the loss which has been suffered.

All enquiries, submissions and claims will be handled directly by Covea – potentially with the assistance from a loss adjuster if deemed to be appropriate.

Your rights to make a complaint or to commence legal proceedings are unaffected. If you do wish to report your dissatisfaction, please contact Covea at the following email address: customer.relations-rdg@coveainsurance.co.uk so that your complaint may be reviewed and addressed.

Yours faithfully

Steve Godbold

Steve Godbold
External Claims Operations Manager

Important Information

Covea Insurance plc process personal data relating to you, gained directly or indirectly, for claims handling purposes. This will include retaining information relating to your claim for use in processing any subsequent claims that you make and in order to comply with statutory requirements.

Your information will not be passed to anyone who does not have a genuine and lawful interest in this claim nor will it be used for marketing purposes. Please visit www.coveainsurance.co.uk/dataprotection for further information about how and when we process your personal information under our full Privacy Policy. Note: Solicitors and agents must pass this notice to your client immediately.

Covea Insurance plc

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