

At Acorn Insurance, our primary concern is the wellbeing of our staff, clients and all their families as well as the wider communities to which we all belong. We understand that you may be concerned about COVID-19 and the impact this may have. This statement lets you know that we are prepared by outlining the steps we are taking to safeguard service and client support in response to COVID-19.

We have business continuity measures specific to the situation. Staff are ready and equipped to work from home securely. Some have begun doing so already. You should not notice any change in the levels of service.

We have provided guidance and implemented certain protocols for our people in line with World Health Organisation (WHO) and Health Service Executive (HSE) recommendations. This includes extra hygiene products and cleaning procedures, along with guidance on protective healthcare, social distancing and travel advice.

We are also working closely with other Insurance companies and Insurance Ireland to best manage the provision of insurance services if the situation escalates.

To keep up to date on latest HSE advice please go to [www.hse.ie](http://www.hse.ie)  
To keep up to date on any changes to our services please continue to check for updates on [www.acorninsurance.ie](http://www.acorninsurance.ie)

### **Contact Details**

Acorn Insurance Customer Care Team **1890 800 222** or **091 894 426**

Email your query to our Customer Care Team at [customerservice@acorninsurance.ie](mailto:customerservice@acorninsurance.ie)

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