

Nordben Life and Pension Insurance Co. Limited (“Nordben”) statement on the coronavirus (COVID-19) outbreak

In light of the global COVID-19 pandemic, Nordben would like to reassure its stakeholders that we have a dedicated contingency plan to help minimise disruption to our operational activities.

How to contact Nordben

The most efficient way of contacting Nordben continues to be via the [Contact Us](#) page on our website.

If you are a Flex Plan or Triple C Plan policyholder, we would kindly request that you consider whether your enquiry can be addressed by [logging-in online](#) before submitting an enquiry. Details of available actions online can be found via the [Contact Us](#) page.

If you are aware of disruptions to the postal service, please [Contact Us](#) to arrange alternative methods of distributing documentation.

How to apply for payments from your Policy

Applications for Cash Payment should continue to be made in the normal manner (by regular post to Nordben's [registered office address](#)).

If you are a Flex Plan or Triple C Plan policyholder, these are prepared by [logging-in online](#).

Nordben's response times

Nordben will endeavour to continue to meet standard response times for enquiries and payment processing, although delays are possible due to the prevailing circumstances.

Please check the Nordben website at regular intervals as further updates are possible due to the developing situation.

Nordben's financial position

Nordben is well capitalised and we're confident in our ability to keep meeting our commitments to our customers. In addition, Nordben is obliged to adhere to the conditions of the policyholder protection regime in Guernsey. Further information is available at the following link: [Guernsey Policyholder Protection](#).

We thank you for your patience and understanding during these unprecedented times.