



FPI – our response to Coronavirus (updated 01 April)

01 April 2020

In these extraordinary times I wanted to reassure all our stakeholders that as the situation and expert advice changes, we will continue to balance the needs of our customers (both policyholders and intermediaries) with the wellbeing of our staff and their families.

With large branch offices across 4 regions we continue to follow the local Government guidance within each region and as a result, we have adopted some flexible working practices, meaning that some staff will be working from home. In addition our staff are not doing any business travel between our branches until further notice.

As we do a great deal of our business online and over the phone, you should not notice any difference. However, we would ask for your patience as some disruption is inevitable in such unusual circumstances.

Please remember that you can view your policy details at any time by logging into [FPI Portal](#). In addition there are a number of different transactions you can do online without any need to contact your local FPI branch.

Please see below the arrangements across our branches in relation to Coronavirus:

- **Hong Kong:**
All staff of our Hong Kong office are working from home from 23 March 2020 until further notice. This arrangement helps to increase social distancing for our staff and aims to protect both staff and customers.
- **Singapore:**
Our Singapore office remains open, with staff adopting a flexible working approach as part of social distancing.
- **Dubai:**
Our Dubai Contact Centre is now closed until further notice. However our teams are working from home to allow a level of social distancing.
- **Isle of Man:**
Our Isle of Man office is now closed until further notice. However, our teams are working from home to allow for social distancing.

All policyholders and intermediaries should use the usual contact details for their local branch or login to FPI Portal. Go to our [website](#) for details.

Steve Weston
Interim CEO, Friends Provident International