



## Disability Practice over Lockdown

09 April 2020

Considering the pandemic outbreak, we anticipate there to be significant disruption to normal civil and business activity, even beyond the lockdown period.

In consideration of this we have decided to adopt the following approach and guidelines so far as the provision of medical evidence is concerned and so far, as it applies to existing claimants currently under review or for claimants making a new application for disability from us.

Hollard Group Risk has extended the documentation submission period by 2 months. This concession is only applicable to those claimants who remain within the medical submission period, not to claimants where the period of submission of documents had expired prior to the 27<sup>th</sup> of March 2020.

During the lockdown period we will not require that claimants, for their own safety, attend any medical appointments for us to review or assess claims.

We are furthermore pleased to advise that we will not suspend the payment of existing claims due to outstanding medical evidence during the two-month extension period. This concession cannot however be extended to those claimants who were required, but failed, to submit the required claim documents to us immediately prior to the lockdown date.

Hollard Group Risk, a division of Hollard Life Assurance Company Limited (Reg. No. 1993/001405/06)  
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