



24th March 2020

Dear Customers,

Many of you will have read the news that from 30 March 2020 private hospitals will, for an initial period of 14 weeks, allocate practically all of their capacity to the NHS to support and care for Covid-19 patients. This is a critical step to preserve lives throughout the UK. We are fully supportive of all that is being done to bring this crisis to an end and extremely grateful to the dedicated doctors and nurses.

We are working with healthcare providers and hospitals to understand what private treatment will be available but, at present, this is not clear. It will be dependent upon the number and severity of the Covid-19 and critical care patients. Where customers have treatment in progress, we are working with them and their specialists to ensure this continues.

To protect our people we have closed our head office and are no longer receiving post. With our teams working remotely, the business remains open for customers to call or contact us by email, the website, live chat or the WPA Health app.

Over the coming weeks we expect that cancer and other critical treatments will continue, whereas outpatient consultations, diagnostic tests and other services will vary based on the specific location and doctors available. Remote GP services, mental health support and NHS cash benefit will be used more often. Please be assured that we continue to pay claims as usual. However we foresee that, over the coming weeks, our policies will not be used as frequently as they usually are.

During this period of national emergency, we wholeheartedly commit to returning any profits to our customers and will use funds from our financial reserves to keep our people employed serving our customers. We do not yet know how or to what extent any premium rebate will look like; it may be several weeks before we are able to communicate the outcome, but we will ensure this happens as soon as is practicable.

I sincerely hope that you, your families and friends are safe and well. If WPA can help, we will.

Yours faithfully

Nathan Irwin
Chief Executive



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