



# SOMPO INTERNATIONAL

INSURANCE

Dear Valued Brokers and Clients,

We wanted to write to you and give you an update on various issues since our last update on 16 March 2020.

Sompo International is open for business and continuing to support our clients and brokers through these uncertain times. The wellbeing of our staff and their families remain a priority for us – most of our staff in our European offices are working remotely and remain in close contact with one another and with our systems, utilising our tried and tested remote working protocol.

We know how important it is to continue to provide our core services of underwriting and claims paying capability to our clients and distribution partners. We have not seen any disruption to our capabilities but please let your Sompo International contact know if you have done so. So far, our systems and methods of communication seem to be working well; all normal means of communication, except for face-to-face, remain open, and we are fully able to trade via PPL or e-mail (as defined in Lloyd's 'Emergency Trading Protocols – ETP). Our claims handling capabilities remain fully operational, and all support processes (including Cash and Aged-Debt Management) are working normally.

We have received a number of general enquiries from our distribution partners about our response. For all general enquiries, please direct them to Duncan Rasor at [drasor@sompo-intl.com](mailto:drasor@sompo-intl.com) / +44 207 337 2927.

For other enquiries, the relevant points of contact are outlined in the table below.

In the meantime, we would like to wish you and your families well in these difficult times.

Regards,

Julian James

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