

# Covid19 Basic Contents Insurance update:

## 1. Students leaving possessions inside their room

We know that some students may leave accommodation to return back home, for example; possibly earlier than anticipated for the winter break. As a result, you may not take all of your possessions with you. To support this, we have waived our un-occupancy exclusion of consecutive 60 days and want to reassure you that in such a situation, student possessions will be covered under your policy for an unlimited period of time during the policy period.



## 2. Students travelling home

We understand when students will be travelling back home they will be carrying important items with them. As an additional benefit, students will be covered in transit against theft for up to £500 per bag of possessions. This protection is in place anytime a student has to do this during the policy period. Cover only applies within the UK.



## 3. Providing storage for student possessions

We know that students may leave accommodation to return back home, for example; possibly earlier than anticipated for the winter break. As a result students may not take all of their possessions with them. To support this, we have waived our un-occupancy exclusion of consecutive 60 days and want to reassure you that in such a situation, student possessions will be covered under your policy for an unlimited period of time during the policy period.



## 4. Key Workers

We understand that some of you are needing to provide accommodation to support key workers, including any non-students or staff. Your block policy will now be extended to protect them during their stay.



## 5. Temporary Accommodation

If you are having to move students into temporary accommodation, or if they have moved back to their permanent UK address and are still under your general care; the block policy will provide full coverage for them during their time of stay. This is to ensure your students receive the same consistent protection they had when in their original accommodation.



## 6. Partnership Managers

Endsleigh's education team are now all working remotely and ensuring they are staying safe and well. They are set up to support you always and if you have any questions please get in touch with your partnership manager. There may be specific questions on the cover you provide and it is important you reach out to your partnership manager if you have any areas you would like support in.



## 7. Communication to students



During this uncertain time, Endsleigh want to reduce any stress and anxiety. Over the next week they will share further information which you can use to communicate these changes directly to students. If you would like any additional support in providing a message directly to your students then please let them know.

## 8. Claims

Endsleigh's specialist claims team are still running at full capacity.

How you or your students can make a claim under this policy:

- Claims can be registered 24 hours a day, 365 days a year by reporting them online via [www.endsleigh.co.uk/newclaims](http://www.endsleigh.co.uk/newclaims).
- Endsleigh's Claims Service is open five days a week, Monday to Friday 9:00am-5:30pm;
- Phone number - 0800 923 4042. This number will be directed to an out of hours support service outside of these times.
- If you require additional support in claims then please contact your partnership manager who will fully support you through the process.

## 9. Wellbeing Support

This is a challenging time for us all and we know that students and staff will be facing difficult challenges during a time of uncertainty and instability. Endsleigh want to ensure they are doing all they can to support you, your staff and your students at this time. Their partnership team are on hand to speak with you and discuss the various ways in which we can support you beyond the provision of your block possessions policy.

## 10. Damage cover

Endsleigh have had a number of requests from partners who are concerned about damage that could be caused to students contents, when being moved by accommodation staff. As a result of this, they are working closely with the insurer (Zurich) and are able to add such cover to the policy if required. This cover will give accidental damage protection between now and the end of this policy year, should it be required. If this is something you would like more information on, please feel free to reach out to Endsleigh who can look into this for you. There is an additional cost to adding this cover, due to additional risk being added.

## More Information

We have added a tab to your 'Review Cover page' – How has Coronavirus affected my policy. This can be found by searching for your policy through the below link: [www.endsleigh.co.uk/reviewcover](http://www.endsleigh.co.uk/reviewcover)

We also have some FAQ covered on the following link: [FAQs](#)

