

1. Will my claim still be processed during this time?

Yes. You can continue to submit your claims as normal and there is no need to resubmit anything. Any claims we receive during the update period will be assessed and your payment will be made as soon as our services are available again.

2. When will I receive payment for my claim?

Payments will begin to be processed from 8 September. If you are paid directly to your bank account, you should expect to see your funds within a few working days of this. If you have requested a cheque, this will be printed and dispatched from 8 September. If you have not received your payment within 14 working days of 8 September, please get in touch with us.

3. I'm expecting an urgent reimbursement. What should I do?

We understand your situation, and we want to support you as much as we can. Please get in touch with us and we'll look into the options available to you. We're sorry for any inconvenience and we are working hard to ensure our systems are upgraded as quickly as possible.

4. How will I know when payments have restarted?

Once payment processing has resumed, any outstanding payments will be processed as quickly as possible.

5. Can I still contact customer services during the update period?

Yes. Our customer service team remains available throughout the update period to answer any questions and provide support.

6. I need you to amend a previously paid claim or stop a cheque – when will you be able to do this?

We will process your request as soon as our payment system is back online. We apologise for any inconvenience this may cause.