

Church of Scotland Insurance Services

March 2020

Coronavirus Response - Service Changes

Please note that in order to minimise the potential impact of the Coronavirus pandemic on our service COSIS have implemented our virus response plan. With immediate effect staff will, where possible, be working from home. Whilst this will have an effect on the nature of the service that we are able to provide to our customers it will hopefully allow us to maintain an effective service through the period of disruption.

Changes to our service

- COSIS will no longer be taking telephone calls and we would ask you not to leave a voice message unless it is urgent and you have no other means of contacting us
- Please get in touch either through the “enquiries” option on our webpage at www.cosic.co.uk or by emailing enquiries@cosic.co.uk
- Our team will either call you or respond by email depending on the nature of the enquiry

We hope that by moving to a home working model we will reduce the chance of all of our team members contracting the virus at the same time. We regret having to disable the primary phone line but when working remotely use of email to distribute work is more practical and



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should help us make sure that you receive a prompt response to your request from an appropriate member of our team.

We would ask that you bear with us over the course of this challenging period and try to avoid contact with COSIS on issues which are not time sensitive and could reasonably be left until after the challenge of the virus has receded.

Please share this communication with other members of your Kirk Session or Congregational Board who may also have responsibility for insurance matters

**Barry Clarkson, Chief Executive,
Church of Scotland Insurance Services Ltd**

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