



COVID-19 Coronavirus

Trade Protect / Client Continuity Plan

Trade Protect has been working hard to ensure that our customer services will not be adversely affected in the event that our company comes under undue pressure, following the many challenges that all UK businesses that are facing.

We have a strong management team, and a flexible IT/Telephony system, which will allow our team to work remotely should the need arise. We have undertaken appropriate testing of this system.

Our usual office number (01276 423 155) should work as normal, even with all/some of our team potentially working remotely.

However, in order to provide our clients with an added level of communication with our Management Team, please see below some additional contact numbers.

Name	Position	Mobile Number	Email
David MacKinnon	Director	07867 511 624	d.mackinnon@tradeprotect.co.uk
Robert Winter	Office Manager	07834 233 822	r.winter@tradeprotect.co.uk
Claire MacKinnon	Financial Director	07721 842 623	c.mackinnon@vision-insurance.co.uk

Clearly, the challenges that we face, will also be faced by our insurer partners. However, as your broker, we will work hard for you to mitigate the effects of this, and to provide you with the most seamless level of service that we can.

We would ask you to understand that we will do our very best to provide the level of service that you would expect from Trade Protect, however, clearly these are unprecedented times and there could be bumps in the road along the way, particularly in the event of there being a UK-wide interruption to normal business trading, potentially affecting the insurance companies (and the associated service providers – i.e garages/repairers/solicitors etc) with whom we work.

Please contact Trade Protect as normal, either by telephone/email to your usual contact(s), however, please feel free to also contact our Management Team as above.

Our thoughts are with you during this challenging time. If there is anything that we can do to assist you, please let us know.

David MacKinnon ACII
Director

Trade Protect

Trade Protect is a trading style of Vision Insurance Services Ltd