

# CHANDLER MHM

## Newsletter

### **COVID-19 - OIC ALLOWS INSURANCE COMPANIES TO CEASE CONTACT IN PERSON**

On 24 March and 26 March 2020, the Office of Insurance Committee ("OIC") issued announcements allowing Insurance Companies cease contact in person (Re: Life Insurance and Non-life Insurance Companies ("Insurance Companies") Cease to Contact people during the Corona Virus Epidemic 2019 ("Covid-19")).

The OIC issued the Announcements allowing Insurance Companies cease contact in person due to the impact of the Covid-19 outbreak. In practice this means that they may temporarily close their operating offices. The closure of an operating office to avoid contact in person must be reported to the OIC as soon as possible. The report must at least contain:

- reasons and necessities for the measure to avoid contact in person;
- expected duration of ceasing contact in person;
- other channels of contact to replace contact in person;
- measures to support the insured in case of incident/accident notification;
- measures for provision of services and support to the insured and beneficiaries; and
- other requirements to be further announced (if any).

The Insurance Companies must also inform the insured that they are ceasing contact in person.

This is one of a series of briefings to keep you informed of regulatory changes during the Covid-19 situation. If you have any questions in relation to the above or related issues, please contact the authors listed in the right-hand column.

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