



Swine Flu Update – May 2009

In relation to recent events concerning swine flu over the past week and following a number of queries we can confirm the following:

- Our approach at this time is one of measured concern and preparation.
- We continue to monitor the potential for a swine flu pandemic.

Your questions answered

1. Will claims be adjudicated as usual?

Claims related to a swine flu pandemic will be adjudicated according to the contract terms, as would any other claim.

2. Are there any special restrictions?

There are no special provisions relating specifically to swine flu claims.

3. In the event of a pandemic, will you be able to provide service as normal? What are you doing to prepare to continue service?

We have business continuity plans and risk management processes in place designed to help us continue functioning in the event of a business disruption.

4. If a swine flu pandemic is declared would an 'Event Limit' be applied?

Canada Life will not apply an 'Event Limit' on any Policy if a swine flu pandemic is declared.

5. Have Canada Life imposed any travel restrictions on their policies?

We have no restrictions on overseas travel within our Policy Conditions.

If you have concerns, questions or need further advice then please contact your usual Canada Life Account Manager or call 0845 223 8000.

In brief...

- The UK was the first European country to have a contingency plan in place for pandemic flu.
- At both national and local levels the public sector is working on pre-prepared contingency plans to help fight swine flu.
- The UK government is part of an International network of flu surveillance, and helps to analyse over two thousand flu viruses each year.
- The World Health Organisation (WHO) categorised the spread of infectious diseases according to a scale ranging from one - six. We are currently at a stage five therefore a pandemic has not yet been confirmed. A full pandemic is declared at stage six.

Advice and help

- For practical advice on preparations for your business visit:

www.businesslink.gov.uk

- For more information on swine flu and to download the new Government leaflets visit:

www.direct.gov.uk

Our forms are available to download from our website: www.canadalife.co.uk/group

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Canada Life™

Canada Life Limited
3 Rivergate, Temple Quay, Bristol BS1 6ER
Telephone 0845 223 8000