

Naked

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How we've got you covered during the COVID-19 lockdown



Underwritten by **Hollard.**

Naked Financial Technology Pty Ltd is an authorised financial services provider (FSP 48822). Policies are underwritten by The Hollard Insurance Company Limited, a registered insurer and authorised financial services provider.

9 JUNE 2020

How we are playing our part

The whole country is currently facing tough economic times and looking for ways to save money. As our contribution to this, **our customers will only pay roughly 10% of their normal comprehensive premium when their car cover is on CoverPause®.**

We can do this because our actuaries have been taking a close look at how the restrictions placed on mobility affect a car's exposure to theft and Mother Nature. They have concluded that the risk is considerably lower and that during this period we can significantly reduce premiums on CoverPause®.

The plan is to return premiums back to normal by 1 October 2020 as most cars should be back on the road by then. This means that after 1 October 2020, your paused premium will return to roughly 55% of your comprehensive cover – as it was before the COVID-19 crisis.

How to activate CoverPause®

Just pop onto the app, click on your car on the home page and press the 'pause' button.

Queries, Policy Changes and Claims

The good news is that as a tech-driven company, we're set up to work remotely, so we're online and available to help anytime throughout the day – if you have any questions just in-app message us or pop us an email at help@naked.insure. For any claims, policy changes or to get a quote, just jump onto the app.

Emergency services

We are still here 24/7 for emergency services such as towing, home and roadside emergency services. Again, just get onto **the app** and press the emergency button  on the home page or call our Helpline **(0860 995 125 – Option 1)**.

While all these services remain available, the restrictions imposed by the lockdown might make us a bit slower than we would normally be.

We know how stressful and uncertain these times can be but at least we have your back.

Let's do this.

#StrongerTogetherButApart