

# A Message to our Customers -

Declan Moran, *Acting Chief Executive*



We know that this is a difficult and stressful time for you and your families dealing with the challenges of COVID-19 and we want you to know that Vhi is continuing to work hard to support you, our customers. We want to reassure you that despite some changes to how we are operating, we are here for you.

While most of our office based staff are now working remotely, our customer care and our claims lines are open, working on your behalf. We also continue to have a large number of staff working on the frontline. Our Vhi NurseLine and Online GP services continue to operate despite the significant increase in demand. Our Vhi SwiftCare Clinics and our Vhi Hospital@Home services continue to provide a much needed clinical support to our customers. Vhi has an important role to play in these uncertain times ahead and our promise to you is we will be there when you need us.

As part of the national effort to address this growing public health crisis, the private hospital network is entering into an agreement to provide capacity to the public health system so that there is one single health system during this crisis to meet the healthcare needs of everyone. We believe that this is the right decision at this time and fully support it.

We understand that this changes the nature of the services that we can provide to you right now, but we trust that you are also supportive of the changes. Unprecedented times require unprecedented responses.

We are working through the detail of these temporary changes and will have more information on this for you shortly.

As the only not-for-profit organisation in this sector, Vhi exists solely to meet the needs of our customers. After 63 years in business, this has always been our priority and we have a strong track record in this regard. In previous years when we had a reduction in claims, we returned that money to our customers. We now give you a commitment that we will do that again.

We are also aware of the very significant economic impact of this public health crisis and that as a result, many of you are under financial pressure. Separately, we are developing a package of financial supports for our customers who need help at this time.

In the meantime please know that we are here for you and ready to help in any way we can.

**Declan Moran**  
*Acting Chief Executive*