

Important Client Briefing

Coronavirus (COVID-19)



THE HOME EMERGENCY EXPERTS

8th April 2020

As the coronavirus (COVID-19) situation continues to change, we wanted to provide an update on the service that npa24:7 is delivering for your customers.

Complete business homeworking

The business is 12 days into working as a complete homeworking operation. Early signs indicate that this is working well. We are running a contact centre with 138 advisors working from home and are proud of how the team has stepped up to ensure they're still there for your customers.

Some key stats from the last 12 days...

| | |
|-----------------|-----------|
| Calls Offered | circa 15k |
| Calls Answered | 97.4% |
| Calls Abandoned | 2.6% |
| Service level | 81.7% |

Contractor network

We remain in daily contact with our contractor network to assess capacity and any potential service impact. So far, service remains uninterrupted and all emergency jobs are being deployed (unless customers are self-isolating). We continue to assess each job based on severity and customer vulnerability to prevent unnecessary engineer visits. Where customers are self-isolating, we are offering suitable alternative solutions where we can.

Back office

As with the contact centre, our team of back office staff are also fully working from home, and available on the same email addresses/phone numbers. Our data team are still managing the registrations and ready to deal with any amends/queries that you may have. Our accounts team are working as usual, we would appreciate it if invoice payments can be made in line with our payment terms. I'm sure you'll understand that we need to ensure our contractor network are paid on time for the work they complete.

Further support

If we can provide any extra support for your business, please let us know. It may be that you need to reduce office hours or close an office completely, we can provide additional support outside of the service we already manage for you. Please let us know as soon as possible if you think this will be necessary so we can allocate resources for you.