

# Update – Coronavirus (COVID-19): impact on our services



Following our update of 21 April 2020, we are pleased to advise that we are continuing to operate a high level of service, with the vast majority of our staff working effectively from home. This includes our customer support team who are offering a service via email and telephone to support applicants. Our telephone lines are currently open Monday to Friday between 10am and 3pm.

We continue to recognise that our colleagues in the police and medical professions are busy and this may have an impact on their ability to provide us with the information we need to assess claims. If you are delayed in providing information to CICA due to the impact of coronavirus, please be assured that your application will not be disadvantaged by this.

If we have contacted you to request information and you cannot provide it by the date requested due to the impact of coronavirus, please email us at [info@cica.gov.uk](mailto:info@cica.gov.uk) to advise.

You can find details about our service [here](#).

In order to ensure our customer support staff are free to help those who need our support most at this time, we ask where possible that you email us at [info@cica.gov.uk](mailto:info@cica.gov.uk) instead of contacting us by phone. We will respond to your enquiry as soon as possible.

Thank you for your patience during this period.

We are continuously reviewing the level of service we can provide. We will provide regular updates here and on Twitter.

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