

PRESS RELEASE OF 3 JANUARY 2018

**DORMANT LIFE ASSURANCE POLICIES
IVASS REQUESTS UNDERTAKINGS TO SUBMIT AN ACTION PLAN FOR
CUSTOMER PROTECTION**

IVASS' initiatives for the protection of consumers and the reduction of the phenomenon of dormant life policies have continued.

IVASS suggests undertakings some guidelines to improve the processes for ascertaining the deaths and identifying the beneficiaries of life policies and requests them to adopt, by 1 April 2018, [an action plan setting out the initiatives to be taken](#), which must be implemented by 30 September 2018.

In addition, IVASS requires undertakings to:

- make available on their website a contact point charged with responding to enquiries from possible beneficiaries on the existence of life assurance policies in their favour;
- proceed to the "run-off" of potentially dormant policies identified by the survey through specific cross-checks and investigations.

All the information on dormant life assurance policies and the relevant tips for consumers are available in the section ["dormant life assurance policies" of IVASS' website](#).