

Wishing you a happy &
safe holiday season!



We'd like to inform you of some temporary changes to our Broker Support services and other key operational updates due to the holiday period.

Broker Support Phone Hours

Our contact centre will be closed on the following dates for the holiday break:

- Wednesday, 25th December 2024
- Thursday, 26th December 2024
- Tuesday, 31st December 2024
- Wednesday, 1st January 2025

Skeleton Staff Period

We will be working with a reduced team on the following dates:

- Monday, 23rd December 2024 – Thursday, 2nd January 2025

There may also be delays to settlements and discharges during the skeleton staffing period. Please liaise with us and your customers to ensure clear expectations around these timelines.

Helia (LMI) Closure

Please note that Helia's operations team will be closed on the following dates:

- Wednesday, 25th December 2024 to Wednesday, 1st January 2025
(inclusive)

This may impact the processing of new applications requiring LMI during this period. We recommend submitting any time-sensitive applications in advance to avoid delays.

BDM Support

Some of our BDMs will be taking a much-deserved break over this period. If you need to contact them, follow the guidance they will provide on their out of office messages. Rest assured, we will have adequate staff available to support you during this time.

As always, you can stay informed on our current SLA for new applications, by visiting our [broker portal](#). We wish you a happy and safe holiday season.

Kind regards,

Team MyState

Important Information

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