

Statement provided to BBC 15 December 2017:

"We stand by our position that the Elliott Review's assertions regarding Ecclesiastical were wrong. We were not asked to participate in the review and did not have the opportunity to put the record straight. We have documentary proof its conclusions about us are flawed - we did not instruct the Church of England to cease pastoral care or counselling.

"Specifically, we have documentary evidence showing that the Church of England misunderstood legal advice it received, and which we were asked to confirm, regarding the claim made by solicitors acting for the survivor, resulting in the suspension of the survivor's pastoral care. We quickly discovered this during our investigation of the claim and without delay clarified that counselling and pastoral care could continue during the claims process. The misunderstanding lasted 14 days. If Mr Elliott had spoken to us, he would have realised this was the case.

"Our published Guiding Principles for the handling of physical and sexual abuse claims include guidance on providing counselling and pastoral care during civil legal proceedings. We encourage policyholders to offer pastoral care, and advise that offering it does not jeopardise insurance cover.

"The Elliott Review has led to fundamental misperceptions of how we behave and how we handle claims more broadly, potentially to the detriment of survivors."