

FREE* SERVICE:

ACCESS YOUR ACCOUNT DETAILS VIA TXT MSG

making a healthy difference

At Westfield we like to make things that little bit easier, and now accessing your account details is simple and fast with our Text Messaging Service.

This provides you with **easy access to optical, dental and chiropody benefit balances and claim form requests.**

To take advantage of this facility, simply text your **Westfield account number**, together with your **surname** and the word **Register** to **07781 472000**.

A welcome message will be sent to your mobile phone confirming that the service has been activated and is available for use.

ONCE REGISTERED WHAT DO I HAVE TO DO...?

To obtain a benefit balance or order a claim form:

1. Text your **WESTFIELD ACCOUNT NUMBER**
2. Along with the relevant **KEYWORD(S)** (see table below)
3. To **07781 472000**

Request	KEYWORD(S)
To register	Your Surname plus Register
Optical benefit balance	Opt
Dental benefit balance	Den
Chiropody benefit balance	Chirop
Claim form request	Claim
Multiple requests	Den Claim Chirop Opt
Change of mobile phone number	NEWNUMBER

*Standard network charges will apply



TEXT MESSAGING SERVICE GUIDELINES: 07781 472000

YOUR QUESTIONS ANSWERED...

- 1. What is the Westfield Text Messaging Service?**
A service, which provides you with optical, dental and chiropody benefit balances and the facility to order claim forms.
- 2. Will I get charged for this service?** No, we do not charge for this service, however standard network charges will apply.
- 3. Can I send more than one request at any one time?**
Yes, providing you text the appropriate KEYWORDS detailed in this leaflet.
- 4. What are the response times?**
We will send a prompt response, however you may experience occasional network delays.
- 5. What if I change my mobile telephone number?** Using your new mobile telephone, simply text your Westfield account number and the word NEWNUMBER to 07781 472000. A message will be sent to you confirming our records have been updated.
- 6. Can I use the Text Messaging Service to request balances for other benefits for myself/ dependent children or for other general enquiries?**
You can only send us text messages as set out in the service guidelines. We cannot respond to or act on any other text messages, which you send to us. You will be advised of further developments with this service.
- 7. Can I reply to a message from Westfield?** No, this is an automated service and any response messages would not be identified by our system.
- 8. Will Westfield send me any marketing messages?** Once you register for the service a message will be sent to you asking if you would like to receive future messages about our products and services. We will use this method of communication regarding any expansion of our Text Messaging Service.
- 9. When sending me a benefit balance will this include any claims pending for processing?** No, the balance given will not include any unprocessed claims.
- 10. If I send you any misdirected messages how would you deal with this?** If we receive any messages not intended for us, a message will be issued to you confirming we are unable to respond.
- 11. Can I text from another mobile number providing I send my account number?**
No, you can only use your registered mobile number. See question 5 for instructions on how to change your mobile number.
- 12. Can I register more than one mobile number?** No, only one mobile number can be accepted.
- 13. Can I obtain balances on behalf of my partner?** No. Due to the Data Protection Act 1998, we are unable to divulge policy details to anyone other than the policyholder.
- 14. What if I require assistance?**
Call our Customer Helpline on **0114 250 2000**, available 8am to 6pm, Monday to Friday.
- 15. If I want to cancel this service, what should I do?** Please text your Westfield account number and the word CANCEL to 07781 472000.