

Insurance Product Information Document

Company: Westfield Health



Westfield Health is a trading name of Westfield Contributory Health Scheme Ltd and is registered in England & Wales company number 303523. We are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our financial services registration number is 202609

Product: Chamber Primary Health Cash Plan

This document provides a summary of cover only, full details of the pre-contractual and contractual information on this product are detailed in the Terms & Conditions in the plan guide.

What is this type of insurance

This product provides reimbursement for everyday health needs up to a maximum allowance for each benefit.



What is insured?

This cash plan has four levels of cover. The employer selects and pays for a level of cover for each employee. The employee can choose to upgrade their cover to a higher level on the plan. The employee can also pay for an additional adult to have cover. Depending on the level selected, each benefit has an annual limit we will pay up to, for each person covered. The table of benefits in the plan guide will provide you with more information.

- ✓ **Optical** - the annual limits payable for this benefit range from £55 for level one to £220 for level four. We pay 100% of your receipt up to the annual limit.
- ✓ **Dental** - the annual limits payable for this benefit range from £55 for level one to £220 for level four. We pay 100% of your receipt up to the annual limit.
- ✓ **Therapy Treatments (Physiotherapy, Acupuncture, Chiropractic, Osteopathy, Homeopathy)** - the annual limits payable for this benefit range from £150 for level one to £650 for level four. We pay 100% of your receipt up to the annual limit.
- ✓ **Special Consultation and Diagnostics** - the annual limits payable for this benefit range from £200 for level one to £700 for level four. We pay 100% of your receipt up to the annual limit.
- ✓ **Chiropody** - the annual limits payable for this benefit range from £25 for level one to £100 for level four. We pay 100% of your receipt up to the annual limit.
- ✓ **Other benefits** – Dental Accident and Personal Accident. The plan also includes a range of services designed to help support your overall health and wellbeing. Speak to a GP 24/7. Also provides 24/7 access to a counsellor and legal and wellbeing guidance with access to counselling sessions for the policyholder. Access to gym discounts, access to an exclusive rewards website and access to MRI, CT and PET Scanning Services.
- ✓ The plan guide provides full details of the benefits and claims limits.



What is not insured?

- ✗ Pre-existing medical conditions are not covered on Personal Accident cover or Dental Accident.
- ✗ Payments for more than the benefit balance you have available, you will receive a variable percentage reimbursement, detailed in your benefit table up to your maximum allowance, for a range of everyday healthcare expenses.
- ✗ For a full description of what is not covered please refer to your terms and conditions.
- ✗ Treatment carried out before the start date of the policy.
- ✗ Treatment or service by a family member, in a business you own, treatments carried out in the workplace or arranged through your employer.
- ✗ Treatment by someone who is not on the appropriate practitioner register.



Are there any restrictions on cover?

- ! You must be aged 16-65 to apply to upgrade your cover and aged 18-65 to apply for or upgrade additional adult cover.
- ! You must live in the UK, Jersey or Isle of Man for a minimum of 180 days each year.
- ! Dependent children covered up to their 22nd birthday.
- ! There are 1 year benefit period limits on most benefits.
- ! We do not accept professional sports people for cover on the plan. There are restrictions on the Personal Accident cover for members of the armed forces.



Where am I covered?

- ✓ Some claims can be submitted if you are temporarily outside of the UK, Jersey or Isle of Man. You must be resident in the UK, Jersey or Isle of Man.



What are my obligations?

- You must
- Abide by the terms and conditions and ensure any information you provide is complete and accurate.
 - Pay premiums when they are due.
 - Submit claims within 26 weeks of treatment and include supporting information such as receipts.
 - Update us if any personal or contact information changes.



When and how do I pay?

- Premiums are paid monthly.
- Voluntary premiums are paid from your salary via your employer, or paid by your bank account via direct debit, depending on the payment method agreed for your plan.



When does the cover start and end?

- Cover starts from the date stated on your welcome letter/email, it will be the first of the month, and will renew automatically each month until it is cancelled or you allow it to lapse.
- Cover ends when
 - You cancel your cover.
 - We cancel your cover.
 - We don't receive premiums.



How do I cancel the contract

- To cancel your policy please contact our Customer Care Team on 0114 250 2000, email us at enquiries@westfieldhealth.com or write to us at our address Westfield Health, PO Box 340, Sheffield S98 1XB
- You have 14 days from the date we accept your application to change your mind. Providing a claim has not been made we will refund your premium. After this point if we receive notice that you wish to cancel before the 15th day in any month we will cancel your monthly contract for that month and refund the premium paid by you for that month. If we receive notice of cancellation on or after the 15th day of the month, then we will not refund your premium for that month but any further premiums will not be payable. Any premium that you have paid, in advance or that is not due following cancellation will be refunded to you. We will not pay a claim for any benefit beyond the date that you have paid up to.