



01 – GIS Retired Member Newsletter

Welcome to our inaugural newsletter aimed specifically for you which I hope you find useful and informative. We would welcome your feedback if you have the time by emailing our Office Manager, Ruth at ruth.fox@lincs.polfed.org. Whether you think this is a good way of communicating or you think we could do things differently please do let us know. We are here to ensure you are fully informed and happy with this fantastic product that we firmly believe is excellent value for money and would be almost impossible to beat outside of the Police Family.

Our aim is to reduce the carbon footprint and wherever possible send our comms to you by the quickest and cheapest means. This will be our default position from now on which we hope you fully approve of. We only have a few members without an email address and we will continue to provide policies and newsletters via mail to those members still ensuring we are GDPR compliant on every occasion.

Regarding feedback; we may call you to find out if you are happy with the product and the service we provide so if you receive a call from **01522 305460** you will know that it is Ruth trying to speak with you. If you make a note of this number this is our new office main telephone number and if Ruth is unable to answer your call another member of the team will hopefully answer or you can leave us a voicemail if you need to get in touch.

BENEFITS WITHIN YOUR POLICY

We receive many calls and emails to the office and the main area of confusion we have from our Retired Members are listed below:

- **Can I claim for Critical Illness** – Sadly not, there is no Critical Illness cover in the Retired Scheme.
- **I am going on holiday do I need to tell anyone my medication has changed or inform them of a recent diagnosis** – As long as you can comply with the Health Declaration on Page 3 of the Travel Policy then you have no reason to inform anyone
- **I am nearly 70 – what will happen to my policy?** – You can remain in the scheme until age 75; we will be in touch with you to confirm you wish to continue and you

need to do nothing else as the office will contact your pension provider to increase the premium.

- **Can my partner/spouse go on holiday without me?** Yes, even if you have Single cover your cohabiting partner/spouse is allowed to travel independently on the policy.
- **Does the motor breakdown cover both our household cars?** – Yes, the cover is for the individual not the car therefore any vehicle you or your cohabiting partner/spouse is travelling in is covered.
- **Can I take my caravan on holiday to Europe?** Yes, as long as your vehicle is under 10 years old and your caravan does not exceed 7 metres/23 feet (not including the length of the A frame and hitch)

LINCOLNSHIRE FEDERATION WEBSITE

- Do you know about our branch website?
- Have you visited it recently?
- Why don't you take 5 minutes to look at it today?

If you visit the website, you will find lots of information from the Group Insurance to other additional services available to you. The member services page advertises a plethora of companies that offer **YOU** a host of offers and deals. Give it a go and look at

www.polfed.org/lincs

KEEPING US INFORMED

It is extremely important that the Federation Office Staff have the most up to date details for you. Recently it has become apparent that Retired Members who inform NARPO, XPS or WYPF of their address change or change in partner think that the Federation have been informed – **this is not the case**. We would like you to contact us if:

- You believe you have the wrong level of cover.
- Where do you want your life insurance to go in the event of your death?
- Does the Federation know who my cohabiting partner/spouse is?
- Have I informed the Federation of any Address Change?

GROUP INSURANCE TRAVEL CARD – EFFECTIVE FROM 1ST OCTOBER 2023

Please note that the travel card below is now in place with a new Policy Number **CQ8460AHA235**.

REMEMBER: It is your responsibility to ensure you have the correct documentation with you and fully understand your level of cover whilst travelling on holiday.

USEFUL TELEPHONE NUMBERS

Federation Office	01522 305 460
Worldwide Travel Insurance	Policy Number CQ8460AHA235
24hr Emergency Assistance	+44 (0) 330 660 0548
Non-Emergency Claims	0330 660 0549 claims@mstream.co.uk
Submit your claim on-line	www.submitclaim.co.uk/lin
Motor Breakdown Cover	(UK and Europe) +44 (0) 1206 714743
	If you cannot connect call +44 (0) 1603 327 180
Mobile Phone Cover	0344 412 0982
Legal Expenses	01384 884 048
Health Assured	0800 328 0003
GP24	0345 222 3736
or if overseas	+44 345 222 3736
Philip Williams and Company	01925 604 421

FOR THOSE TRAVELLING ON CRUISES

If you are travelling on a cruise you will need to make contact with Philip Williams at least 14 days prior to your holiday. If you email enquiries@philipwilliams.co.uk you will need to give them the following information:

- Names of Passengers
- DOB of Passengers
- Home Address
- Name of Cruise Company
- Holiday Reference Number
- Dates of Cruise

Philip Williams will then issue you with a headed letter addressed to you at your home address to accompany your holiday travel policy.

STRANDED PASSENGER – NOW VIA SMARTDELAY PLUS

We very much hope you don't have to use this benefit but it is extremely well worth registering prior to your holiday "**just in case**". SmartDelay Plus is a unique service that offers complimentary airport lounge access in the event of a flight delay.

Simply register your flight at least 24 hours before departure. If the airline announces a delay that exceeds 90 minutes you will receive a Loungekey voucher that provides access to a lounge at the airport where you are delayed. LoungeKey gives you access to a network of over 1000 airport lounges worldwide. In the event that you experience a flight delay and an airport lounge is not available you will be compensated with a PayPal payout of £25 to use at your leisure. Millstream (your holiday insurers) will provide PayPal with your email address who will then credit your PayPal account with your compensation. If you do not have a PayPal account linked to your email address then PayPal will send you a link to register for an account.

Details are below so please register with the peace of mind that you and your cohabiting spouse/partner can use this added benefit of the Scheme if needed.

SmartDelay Plus

This section provides a benefit entitling you to airport lounge access in the event that your registered flight is delayed or a cash sum of £25 if there is no lounge available. For cover to apply you must register each and every flight via the registration platform. You are unable to claim for both benefits.



It only takes a couple of minutes to register and all you need to do is visit cloud.sdxmessaging.com/vault/philipwilliams/benefits.html You'll need to use the **PIN code 3454** to access the page.

Alternatively scan the QR code below to register. We recommend you register your flight as soon as you book your trip.

CONTACTING PHILIP WILLIAMS DIRECT

You can now log onto the Philip Williams portal by registering at www.philipwilliams.co.uk. This will allow you to view all the current booklets, documents, policies and online claim forms which are all now much more easily accessible.

In addition to this there is now a “**Contact Us**” button where you can request a callback during office hours or if you prefer you can chat online to a member of staff from Philip Williams.

**ADDITIONAL INFORMATION FROM YOUR LOCAL FEDERATION BRANCH WHICH YOU MAY
NOT BE AWARE OF**

KELLING HEATH HOLIDAY HOME

We have a superb holiday home at Kelling Heath just outside Sheringham in Norfolk. The branch purchased this primarily for the benefit of our serving officers who are in need of respite through ill health, family bereavement or just needing to get away. When the holiday home is not used for this purpose our serving officers can also book a trip away at extremely competitive prices.

The Trustees of the Group Insurance agreed back in 2022 that we should have a “Kelling Heath lucky dip” whereby at our Branch Board meetings in both April and November we would randomly select a Retired member to visit the home courtesy of the Branch. I am pleased to say that 3 Retired members have already visited the holiday home. All have been full of praise for the excellent facilities, location and opportunity to visit the home which has resulted in them wanting to personally book a future stay.

Unfortunately, the holiday home is not open to Retired Members currently but please watch this space as this is something that the Trustees are looking into favourably and you may soon be able to book a visit over certain months of the year. We will keep you informed.

POLICE TREATMENT CENTRE

The Police Treatment Centres (PTC) continues to welcome Retired Officers for treatment at centres in Harrogate and Auchterarder. Both centres facilities are better than ever and continue to value your contribution as a Retired Officer. If you spent the majority of your Police Service in one of the PTC constituent forces, or since retiring have relocated to a PTC constituent Force, you are eligible to become a PTC donor and beneficiary.

For just a **£4.50** donation per month paid via direct debit direct you can access leading residential programmes as follows:

- In patient physiotherapy for 1 week
- In patient wellbeing for 1 week subject to PTC eligibility
- Online physiotherapy outpatient service
- Online women’s health programme

You should ensure that you sign up as soon as your retirement begins otherwise a 12 month waiting time applies before you are eligible to visit for any such treatment.

For sign up forms and further information on this excellent facility only open to Serving and Retired Officers please go to www.thepolicetreatmentcentres.org

INFORMATION JUST ARRIVED FROM THE POLICE TREATMENT CENTRES

BED & BREAKFAST BOOKINGS FOR 2024

Booking dates for 2024 are now available. Whether you want to explore the beautiful Yorkshire or Perthshire countryside or get involved with the plentiful activities on offer in each area, the two Centres (St Andrews at Harrogate & Castlebrae at Auchterarder) have something for everyone. **Friday and Saturday night inclusive** are available to book with excellent rates which are open to Retired Officers to enjoy. To find out more and check availability online please go to www.thepolicetreatmentres.org or call 01764 664369. There is also a self catering cottage located in Castlebrae ground which sleeps up to 5 guests with rates from £250.

We truly hope you benefit from reading this newsletter but if you don't wish to receive further editions from us please let us know and we will not include you on our next distribution (we aim to produce annually or bi-annually if the need arises).

Thankyou. May I wish you the very best for the remainder of the year.

A handwritten signature in black ink, appearing to read 'Gary Anderson', written in a cursive style.

Gary Anderson
Secretary Lincolnshire Branch Federation