



NORTH YORKSHIRE POLICE

**NON-UNDERWRITTEN
CORE GROUP INSURANCE SCHEME**

SCHEME BENEFITS

Effective from 1 April 2024



USEFUL TELEPHONE NUMBERS

| | |
|---|--|
| Federation Office | 01904 909 483 |
| Worldwide Travel Insurance | Policy Number DB5080AHA245 |
| 24hr Emergency Assistance | +44 (0) 20 7183 0548 |
| Non-Emergency Claims | 0330 660 0549 |
| | claims@mstream.co.uk |
| | Submit your claim on-line www.submitclaim.co.uk/nyp |
| Motor Breakdown Cover | +44(0)1206 714 360 |
| | If you cannot connect call +44(0) 1603 327 180 |
| Download the CallAssist App on the App Store or Google Play | |
| Legal Expenses | 01384 887 583 |
| Mobile Phone Cover | 03444 120 982 |
| Health Assured | 0800 328 0003 |
| GP24 | 0345 222 3736 |
| | or if overseas +44 345 222 3736 |
| Philip Williams and Company | 01925 604 421 |



This Scheme is subject to annual review. It incorporates covers which the Trustees believe are beneficial to the majority of Members. The Trustees reserve the right to amend or remove cover as they deem appropriate. It is your responsibility to ensure that you are in possession of the up to date literature.

Policy Documents are available for download at www.philipwilliams.co.uk in the Group Schemes section.

Alternatively you can download them by scanning the QR code.

Please Note: Our Privacy Notice can be viewed on our website at www.philipwilliams.co.uk



MEMBER BENEFITS

MEMBER AGED UNDER 70

| | |
|--|--------------------|
| Health Assured | Family Cover |
| Legal Expenses including ID Theft Protection | Included |
| Worldwide Travel Insurance | Family Cover |
| Motor Breakdown Cover (<i>UK and Europe</i>) | Member and Partner |
| Mobile Phone | Member and Partner |
| GP24 | Family |
| CALENDAR MONTHLY PREMIUM | £21.60 |

Please inform the Federation Office immediately if there are any changes to your personal circumstances. The price includes an additional contribution to the Insurance Trusts to pay for administration of the scheme and other member benefits as determined by the Scheme Trustees.

IMPORTANT INFORMATION

APPLICABLE TO ALL BENEFITS

This booklet is a summary only. The benefits are subject to certain exclusions and policy conditions not stated in this booklet which in the event of a claim will be applicable. The benefits are provided strictly under the terms of the insurance policies taken out by the trustees of the scheme. Subscription to the scheme entitles the member to the benefits provided by the scheme but confers no ownership of any of the underlying policies which are vested in the trustees. The Insurance Scheme is an Independent Trust managed by the Trustees. The Trustees pay the Federation for the Federation Staff/Office to administer the Insurance Scheme on their behalf. The trustees retain the full policy wording detailing all benefits and exclusions which may be viewed on request to the Federation Office.

Applying to join

Members are only eligible for this scheme if they are unable to join the main Group Insurance Scheme. The Trustees and / or Philip Williams & Co reserve the right to decline any applications. Apply online at www.philipwilliams.co.uk.

Subscription collection

Subscriptions are collected monthly by deduction direct from salary.

Monthly subscription payments must be maintained in order to remain a member of the scheme and to qualify for any benefits.

Insurers

A list of the insurers is available on request. Full policy wordings for certain policy sections are available to download via QR codes. These may also be available at the Federation Office, on the Federation Website or by visiting the Group Scheme section of www.philipwilliams.co.uk

How to cancel your cover

In the event that you need to cancel your cover, please submit a letter with a signature on to the Federation Office.

Retirement from the Police Service

This scheme is not available for retired members.

Transfer, resignation or dismissal

Serving officers who transfer, resign or are dismissed from the police service are not eligible to remain in the scheme and all membership and benefits will cease including any cohabiting partner extension.

Complaints procedure

The Insurance Scheme is arranged on behalf of the trustees by Philip Williams (*G Ins*) Management Ltd, trading as Philip Williams & Co Insurance Management who are authorised and regulated by the Financial Conduct Authority (*Registration Number 827663*). The Trustees are responsible for dealing with the insurance

broker and organising the Policies. Any complaints about any aspect of the Federation Insurance Scheme should in the first instance be directed to the Trustees. We will then investigate any complaint; identify the appropriate person to speak to and then either resolve the matter with that organisation and the Member or arrange for the appropriate organisation to resolve it directly with the member.

Therefore if you have any complaints about the Insurance Scheme please contact the Federation Office on

01904 909483

North Yorkshire Police Federation, Police Station, Castlegate, Knaresborough, North Yorkshire HG5 8AR

Should you remain dissatisfied then you may ask the Financial Ombudsman to investigate your complaint. Please contact the Financial Ombudsman Service by telephoning 0800 023 4567 or by downloading the complaint form from www.financial-ombudsman.org.uk

FINANCIAL SERVICES COMPENSATION SCHEME

In the event that an insurer is unable to pay a claim you may be entitled to compensation from the Financial Services Compensation Scheme if an insurer cannot meet its obligations. This depends on the type of insurance and the circumstances of the claim. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at www.fscs.org.uk

HEALTH ASSURED

Covered Individuals

Member, cohabiting partner and any number of dependant children (aged over 16 years) residing in the family home.

Mental Health and Bereavement

Your call will be handled by a qualified counsellor, who will offer confidential support and information in a friendly, non-judgemental manner.

- 24/7/365 counselling and information telephone service
- In the moment emotional support
- If clinically appropriate, access to structured telephone, online or face to face counselling
- Access to further wellbeing resources via an online health portal and the My Healthy Advantage app

Reasons to call the service, but not limited to:

- Stress and anxiety
- Family Issues
- Relationship advice
- Alcohol and drug issues
- Financial wellbeing
- Bereavement
- Domestic abuse
- Retirement

Medical information

The medical information line is available Monday-Friday 9am to 5pm and is available for you to discuss medical concerns such as:

- Paediatrics - feeding problems, crying, teething, nappy rash, congenital disorders etc
- Typical childhood illnesses such as measles, chickenpox, meningitis, tonsillitis, and also allergies
- Adolescent related issues such as, drugs and alcohol, anorexia, bulimia, glandular fever and dyslexia
- Information and guidance on a range of professional welfare organisations and societies
- First aid advice
- Elderly/dependant life stage care
- Assistance with planning care for the elderly
- Suitability of medicines by age/condition
- Suitability of treatment and alternative therapies
- Common/routine medical conditions
- Orthopaedics
- Prevention of injuries

Digital support

Health Assured believes that you should benefit from their services in the most convenient way to you. That's why, as well as their phone-based counselling and legal guidance they've developed an online portal and smartphone app accessible whenever you like, wherever you might be.



Hello and welcome to Wisdom Your guide to health and mental wellbeing Your Health Hub

As a member of the Health Assured community, you have exclusive access to our revitalised app – helping you track your wellness, improve your mental health, and stay resilient during tough times.

Interactive mood tracker

You will receive regular prompts to track your mood. By tracking mood trends, Wisdom can help you identify patterns and areas for improvement in your wellbeing.

Four-week health plans

Wisdom will support you in your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure. Get started on your health plan and track your daily progress.

Mini health checks

How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.

Breathing techniques

Our guided breathing exercises help you feel a sense of calm and relaxation to carry into the rest of your day.

Wellbeing Connected

Personalisation

Wisdom allows you to personalise your homepage so you can access tailored resources and learning materials based on your interests.

Live Chat

The Live Chat feature allows you to contact a dedicated wellbeing counsellor using live messaging and video calls. For further support, you can call our helpline – available 24/7, 365 days a year. We've made it as easy as possible for you to get the right advice when you need it the most.

Please use code **MHA128697** for the Wisdom App.

**TO CONTACT HEALTH ASSURED
PLEASE CALL 0800 328 0003**

The GP24 service provides you with unlimited 24/7 access to a practising UK-based GP from wherever you are in the world. Consultations are available 24/7 by phone or by video consultation. Includes cohabitating family.

Our experienced GPs are able to provide diagnosis, advice, reassurance or a second opinion. Should the GP feel you would benefit from prescription medication they can arrange and electronically authorise private prescription medication, where the medication will be delivered to you at any UK based address the next working day or the prescription emailed direct to a nominated pharmacy. The cost of the drugs are chargeable at wholesale rates which will be told to you before they are issued. Where appropriate the GPs can issue private Open Referral* letters and Private Fit Notes. Each consultation is secure and confidential and there is no limit to the number or length of consultations. Please note that some employers may not accept Private Fit Notes.

To book a GP consultation 24/7 please call:

0345 222 3736

or if overseas

+44 345 222 3736

Or access services via the web app: philipwilliams.gp24.co or via QR Code using access code GP24



Services available in the web app:

- 24/7 GP telephone consultation service
- Video consultation service
Open 7 days a week, GMT:
Monday** – Friday: 08:00 – 22:00
Saturday: 08:00 – 20:00
Sunday: 10:00 – 18:00
**Excluding UK bank holidays
- Message Dr
- Request an appointment
- Health information
- Services near you
- Store your medical notes

How to save the web app:



iOS Device

In the Safari web browser navigate to the web app link above. Then click the icon shown left and select 'Add to Home Screen' and then 'Add'.



Android Device

In the web browser navigate to the web app link above. Then click the icon shown left and select 'Add to Home Screen'.



Laptop/Desktop – PC

Right click with the mouse to display the menu and select 'Create Shortcut'.



GP24

GP24 is provided to you by Health Hero. Specialists in 24/7 private GP services with over 20 years of experience.

For more information on our prescribing and referral processes, including example medication and postage and packaging costs please visit www.healthhero.com/medication-and-delivery-charges/

Consultation Terms and Conditions www.healthhero.com/terms-and-conditions/

Privacy Policy www.healthhero.com/privacy-policy/

*Open Private Referrals

Within your appointment, the GP will recommend the best course of treatment / action. Should they feel you would benefit from a specialist assessment or further treatment they can provide you with an open private referral letter. This referral is for Private Medical Care only and will not be accepted for services in the NHS. Referral letters can be posted or emailed directly to you.

Please note the private referral is not a claims authorisation and you will need to speak to your Private Medical Insurance company prior to receiving any treatment, unless you will be funding this yourself. If you do not have Private Medical Insurance, you will need to fund the consultation yourself. There is no cover under this Group Insurance Scheme to pay for Private Consultations.

WORLDWIDE TRAVEL POLICY

This policy covers the member, their cohabiting partner and any number of their unmarried dependant children under 23 years, all normally resident in the family home, for any number of trips in any year up to 60 days per trip. It covers travel worldwide and in the United Kingdom. This includes Cruise holidays with cover provided for emergency medical expenses, and any additional costs incurred to re-join the cruise should you need to disembark for medical treatment on dry land. All cover ceases at age 75 for member and partner.

The main sections of cover are:

- Cancellation and curtailment up to £5,000
- Emergency medical expenses up to £10,000,000
- Personal Baggage up to £2,500
- Personal Money up to £500
- Public liability up to £2,000,000
- Personal Accident up to £20,000

Cruise Cover includes

Missed Port Departure Up to £500
Skipped Port benefit £50 per port £250 max
Cabin Confinement £50 per 24hrs £500 max
Cruise attire lost or damaged Up to £1,000
Cruise attire delayed by 24 hours £50 per 24hrs £250 max
Other benefits included. Please see policy for full details.

In the case of medical emergency please contact our nominated emergency service on

+44(0) 330 660 0548

Email: assistance@mstream.co.uk Please quote **DB5080AHA245**

Other claims should be reported to the claims service on

0330 660 0549

(9am–5pm Mon–Fri)

Email: claims@mstream.co.uk

Alternatively, you can use our online claims system to submit your claim www.submitclaim.co.uk/nyip

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 4163** 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.



Main conditions and exclusions

The policy will not cover you if any of the following apply to you, a travelling companion, an immediate relative, close business associate or someone upon whom your trip depends whether they are travelling with you or not (including any third party with whom you may be staying on your trip)

1. You/they were aware of any reason why the trip could be cancelled or curtailed.
2. You/they were travelling against the advice of a medical practitioner or in order to get medical treatment abroad.
3. You/they have been diagnosed as having a terminal illness.

If there is any change in a person's health between the date the policy is issued and the start date of a trip you must still comply with the Health Declaration.

An excess of £50 is applicable for most policy sections. The excess is payable per person, per section, per insured incident subject to a maximum of £100.

There are significant limitations and exclusions of cover for property, including valuables and money, that are left unattended or out of your immediate control and supervision. Please also note the requirements for notifications of loss/theft and the need for reports.

Full policy terms and conditions have been made available. If you require further copies please contact the Federation Office.

If you need to speak to a GP whilst abroad, remember to use the GP24 Service as detailed on page 6

LEGAL EXPENSES

Some important facts about your Professional Fees policy are summarised below. This summary does not describe all the terms and conditions of the policy. References to the cover provided are contained within the full policy wording which is available upon request from the Federation Office, by visiting the Group Scheme section of our website www.philipwilliams.co.uk or, by scanning the QR code on page 2

Sections of cover

MEMBER ONLY

1. Home Rights
2. Fund Trustee Defence
3. Representation at Public Enquiries
4. Independent Office for Police Conduct
5. Disciplinary Hearings
6. Bankruptcy Assistance
7. Police Pension Medical Appeals – NOT COVERED

MEMBER & COHABITING PARTNER

8. Education
9. Probate – NOT COVERED
10. Criminal Prosecution Defence

MEMBER & COHABITING FAMILY

11. Personal Injury
12. Clinical Negligence – NOT COVERED
13. Consumer Protection
14. Taxation
15. Discrimination
16. Employment – NOT COVERED
17. Data Protection
18. Uninsured Loss Recovery
& Motor Prosecution Defence
19. Identity Theft

Definition of Beneficiary/beneficiaries

Member – All eligible individuals who are members of the relevant Federation at the time at which the insured event occurs and who have paid the relevant subscription.

Partner – The member's cohabiting partner. This does not include any business partner or associates

Family – The member and:

The member's cohabiting partner. This does not include any business partner or associates.

The member's children including stepchildren, adopted children, foster children and grandchildren normally resident with the member.

The parents and grandparents of the member and the member's cohabiting partner, normally resident with the member.

24 hour Legal helpline

For initial advice and instruction on how to make a claim call

01384 887 583

Identity Theft Assistance and Claims

01384 397 757

Debt Advice Helpline

01384 884 085

Legal Document Service

Create your own legal documents to assist in a range of potential disputes or legal situations that you may encounter.

<https://legalassistanceportal.arclegal.co.uk>

Please note: If you are not a subscribing member of The Police Federation of England and Wales there is no cover in relation to:-

- Criminal allegations that arise from an on duty incident
- Motor Vehicle defence that arise from an on duty incident
- Misconduct issues that arise from an on duty incident
- Employment issues that relate to your employment in the Police Service
- Any legal assistance in relation to any 'Post Incident Procedure'
- Representation at any Public Enquiries that relate to an on duty incident
- Any Independent Office for Police Conduct investigations
- Any Personal injury claim that arise from an on duty incident

To register and submit an online claim form visit <https://claims.arclegal.co.uk>

UK AND EUROPEAN MOTOR BREAKDOWN

Comprehensive motor breakdown cover including:

- Roadside Assistance/Recovery
- Home Assist
- Alternative Travel
- Emergency Overnight Accommodation
- Misfuel Assist (*up to £250 any one incident*)
- Message Service
- Keys
- Driver illness/injury

Covered Individuals

- Member
- Cohabiting Partner

Your Cover

If a Vehicle in which you or your cohabiting partner are travelling suffers a Breakdown due to a mechanical or electrical failure, flat tyre, lack of fuel, misfuel, Accident, theft, vandalism or fire, service will be provided. We will provide cover for any Breakdown in accordance with the policy wording.

How to make a claim

Call the 24 hour Control Centre on

+44(0) 1206 714 360

If you cannot connect call

+44(0) 1603 327 180

Please have the name of the covered member, your return telephone number, vehicle registration number and precise location available when requesting assistance.

Covered Vehicle

The UK registered car, motorcycle, campervan, motorhome, domestic vans, or car-derived vans all up to 3.5 tonnes, which a covered individual is travelling in/on at the time of the Breakdown including any towed caravan or trailer of a proprietary make which is fitted with a standard towing hitch and doesn't exceed 7 metres/23 feet (*not including the length of the A-frame and hitch*).

Claims will be validated with costs for any claims from non-eligible persons being the responsibility of the claimant.

Cover will apply during the period of insurance and within the territorial limits. There is no age limit to the vehicle for breakdowns occurring in the UK. A vehicle age limit of ten years applies outside the UK.

For details and a list of European countries covered please see the full policy wording.

Six call-outs any one period of insurance up to £15,000 in total.

Please refer to policy wording for full terms conditions and limits.

CallAssist

Download the **CallAssist** App on Google Play or the App Store. Using the App will enable you to report a breakdown, receive notifications on who will attend and when, and allow you to track the Recovery Operators progress to you.



MOBILE PHONE

Covered individuals

This cover is provided for:

- Serving/Staff members
- Retired members
- Cohabiting partners of serving/staff and retired members

Please note that this policy does not cover mobile phones used by members' or partners' children, even if the bill is paid by the member or partner.

This cover is applicable for UK residents only.

Any claim involving theft or accidental loss must be reported to the appropriate police authorities within 48 hours.

In addition to proof of ownership, verification of membership will be required before a claim can be progressed.

Claims notification

If you need to make a claim please contact Likewise Device Protection Ltd, Unit 2, Crewe Logistics Park, Jack Mills Way, Shavington, CW2 5XF.

Telephone number **0344 412 0982**

Please refer to full policy terms and conditions prior to making a claim.

Your mobile phone is covered against the repair or replacement cost of your mobile phone in the event of:

- theft
- accidental loss
- accidental damage
- breakdown whilst in your possession

The liability of the insurer in respect of any one claim and in aggregate for any 12 month period will be the repair or replacement cost of the mobile phone and in any event shall not exceed a total claim cost up to a maximum of £1,500 including VAT.

A £75 excess is payable per claim.

The mobile phone should have a fully functioning SIM card and be no more than 8 years old at the time of the incident as evidenced by the relevant proof of ownership. Upon acceptance of a claim, the insurer may at its discretion repair or replace your mobile phone. Replacement may be with a refurbished unit or a functionally equivalent product. This is NOT a new for old policy.

If the claims administrator replaces your mobile phone, your original item becomes the insurer's property and the replacement mobile phone is your property, with coverage for that item continuing for the remaining period of insurance.

The maximum liability limit includes cover of up to £750 including VAT for unauthorised data usage for a period of up to 24 hour directly following a valid theft or accidental loss claim.

If you have a complaint about a claim please refer to the Complaints procedure in the relevant section of the Policy.



35 Walton Road, Stockton Heath,
Warrington, Cheshire WA4 6NW

Tel 01925 604 421

www.philipwilliams.co.uk

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Philip Williams (G Ins) Management Ltd
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Financial Conduct Authority No. 827663,
and registered in England and Wales, No. 11181168.

Registered Office: 35 Walton Road, Stockton Heath,
Warrington, Cheshire, WA4 6NW.

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