

Sussex Police Federation

Group insurance scheme for police officers, retired officers and their partners



GeorgeBurrows 
A Gallagher Company

1 April 2020

Useful Contacts

Federation Office

Tel: 01273 404211

Web: www.polfed.org/sussex

RAC Breakdown Assistance

(Reference: X808)

Tel (UK): 0330 159 0279

Tel (Europe): 00 33 472 43 52 55

Worldwide Travel Insurance

Claims: 01243 621416

Overseas Assistance: +44(0) 1243 621066

Mobile Phone / Gadget claims

Tel: 0203 794 9318

Personal Tax and Legal advice

Tel: 0344 770 1058

Legal Document service

(Reference: Susxpol)

Web: www.arclegal.co.uk/legaldocuments

Carefirst Counselling

Tel: 0800 177 7894

Web: www.arclegal.co.uk/carefirst

GP Care on Demand

(Code: SUSSEX2019)

Tel: +44 (0) 203 499 4891

Best Doctors

Tel: 0800 085 6605

Web: www.askbestdoctors.com

George Burrows

Tel: 01403 327719

Email: info@georgeburrows.com

Web: www.georgeburrows.com

Schedules of benefits

Serving Officer (up to age 70)	Benefits
Life Assurance Advance of benefit on terminal prognosis (age 68 and under) Child Death Grant (<i>aged between 6 months and 17 years</i>)	£120,000 20% of sum assured £2,500
Best Doctors Service (<i>Children up to age 21,25 if in full time education</i>) Careline	Family cover Family cover
GP Care on Demand (<i>Children up to age 21,25 if in full time education</i>)	Family cover
Critical Illness Insurance Child Critical Illness cover (<i>aged between 30 days and 18 years</i>)	£17,000 £2,500
Personal Accident Benefits (<i>See table on page 10 for summary of benefits provided</i>)	Member only
Regulation 28 Sickness Benefit Half pay (<i>up to 26 weeks, member only</i>) No pay (<i>up to 26 weeks, member only</i>)	20% of gross salary 40% of gross salary
Worldwide Annual / Multi-trip Travel Insurance (<i>Children up to age 18, 23 if in full time education</i>)	Family cover
Legal Expenses Insurance (<i>Children over 18 years</i>)	Family cover
Care First Counselling Service (<i>Children over 18 years</i>)	Family cover
RAC Motor Breakdown Assistance (<i>UK & European</i>)	Member only
Mobile Phone / Gadget Insurance	Member only
Calendar monthly premium:	£25.42*
New recruits (26 weeks free then discounted price weeks 27-52):	£15.60*

*The premiums include Insurance Premium Tax (IPT) and The Federation's administration fee

Partner of Serving Officer up to age 70	Benefits
Life Assurance Advance of benefit on terminal prognosis (<i>age 68 and under</i>)	£55,000 20% of sum assured
Critical Illness Insurance	£7,500
RAC Motor Breakdown Assistance (<i>UK & European</i>)	Member only
Mobile Phone / Gadget Insurance	Member only
Calendar monthly premium:	£7.43*
Partners of New recruits (26 weeks free then discounted price weeks 27-52):	£5.00*

* The premiums include Insurance Premium Tax (IPT) and The Federation's administration fee

Retired Officer under age 60	Benefits
Life Assurance Advance of benefit on terminal prognosis	£60,000 <i>20% of sum assured</i>
Best Doctors Service (<i>Children up to age 21, 25 if in full time education</i>)	Family cover
Careline	Family cover
GP Care on Demand (<i>Children up to age 21, 25 if in full time education</i>)	Family cover
Worldwide Annual / Multi-trip Travel Insurance (<i>Children up to age 18, 23 if in full time education</i>)	Family cover
Legal Expenses Insurance (<i>Children over 18 years</i>)	Family cover
Care First Counselling Service (<i>Children over 18 years</i>)	Family cover
RAC Motor Breakdown Assistance (<i>UK & European</i>)	Member only
Mobile Phone / Gadget Insurance	Member only
Calendar monthly premium:	£30.73*
* The premium includes Insurance Premium Tax (IPT) and the Federation's administration fee	

Partner of Retired Officer under age 60	Benefits
Life Assurance Advance of benefit on terminal prognosis	£30,000 <i>20% of sum assured</i>
RAC Motor Breakdown Assistance (<i>UK & European</i>)	Member only
Mobile Phone / Gadget Insurance	Member only
Calendar monthly premium:	£13.25*
* The premium includes Insurance Premium Tax (IPT) and the Federation's administration fee	

Retired Officer aged 60-64	Benefits
Life Assurance Advance of benefit on terminal prognosis	£50,000 <i>20% of sum assured</i>
Best Doctors Service (<i>Children up to age 21, 25 if in full time education</i>)	Family cover
Careline	Family cover
GP Care on Demand (<i>Children up to age 21, 25 if in full time education</i>)	Family cover
Worldwide Annual / Multi-trip Travel Insurance (<i>Children up to age 18, 22 if in full time education</i>)	Family cover
Legal Expenses Insurance (<i>Children over 18 years</i>)	Family cover
Care First Counselling Service (<i>Children over 18 years</i>)	Family cover
RAC Motor Breakdown Assistance (<i>UK & European</i>)	Member only
Mobile Phone / Gadget Insurance	Member only
Calendar monthly premium:	£30.73*
* The premium includes Insurance Premium Tax (IPT) and the Federation's administration fee	

Partner of Retired Officer aged 60-64	Benefits
Life Assurance Advance of benefit on terminal prognosis	£25,000 <i>20% of sum assured</i>
RAC Motor Breakdown Assistance (<i>UK & European</i>)	Member only
Mobile Phone / Gadget Insurance	Member only
Calendar monthly premium:	£13.25*
* The premium includes Insurance Premium Tax (IPT) and the Federation's administration fee	

Retired Officer aged 65-69	Benefits
Life Assurance	£10,000
Advance of benefit on terminal prognosis (age 68 and under)	20% of sum assured
Best Doctors Service (Children up to age 21, 25 if in full time education)	Family cover
Careline	Family cover
GP Care on Demand (Children up to age 21, 25 if in full time education)	Family cover
Worldwide Annual / Multi-trip Travel Insurance (Children up to age 18, 22 if in full time education)	Family cover
Legal Expenses Insurance (Children over 18 years)	Family cover
Care First Counselling Service (Children over 18 years)	Family cover
RAC Motor Breakdown Assistance (UK & European)	Member only
Mobile Phone / Gadget Insurance	Member only
Calendar monthly premium:	£26.85
<i>* The premium includes Insurance Premium Tax (IPT) and the Federation's administration fee</i>	

Partner of Retired Officer aged 65-69	Benefits
Life Assurance	£5,000
Advance of benefit on terminal prognosis (age 68 and under)	20% of sum assured
RAC Motor Breakdown Assistance (UK & European) Mobile	Member only
Phone / Gadget Insurance	Member only
Calendar monthly premium:	£10.13*
<i>* The premium includes Insurance Premium Tax (IPT) and the Federation's administration fee</i>	

Full details of the cover included in these schedules can be found in the policy wordings, which are available from the Sussex Police Federation and should be read carefully, in particular the limitations, exclusions and terms and conditions.

Definition of partner - a partner is defined as your legal spouse or civil partner. If you are not married or you do not have a civil partner, a person who is co-habiting with you and has done so for at least six months prior to joining the scheme and is financially dependant or interdependent with you.

Children - dependent natural or adopted children are included where indicated, to the ages specified. For further information please contact George Burrows:

Email: info@georgeburrows.com

Tel: 01403 327719

(Office opening hours 9.00am to 5.00pm Monday to Friday, closed Bank Holidays and weekends)

Important Information

Please take time to read through this booklet. It is not a policy document, it is a summary outlining the cover and services included in the scheme. Full details of cover, including the limitations, exclusions, and terms and conditions can be found in the policy wordings which are available from the Federation and should be read carefully.

We offer a non-advised product which means we can't give you a personal recommendation in respect of this scheme but can outline the features and benefits so you can decide whether the cover suits your needs. This scheme meets the demands and needs of those who wish to provide protection for the circumstances outlined in this booklet at the levels described in the schedules.

Joining the scheme

1. **New recruits** may join the scheme providing they are actively at work on the date they wish to join and do so within six months of commencement of employment.
2. **Serving officers** may join the scheme at any time providing they have not been absent from work due to ill health or injury in the eight weeks preceding the application to join.
3. **Partners** may join the scheme at the same time as a new employee or within three months of either marrying or after qualifying as a serving officer's partner*. Partners who wish to join at any other time may do so provided they are able to satisfy the Health Declaration detailed in the applicable partner application form. **Partner cover will cease immediately an officer leaves the scheme or when the officer or the partner attain age 70, whichever happens first.**

** Definition of partner - a partner is defined as your legal spouse or civil partner. If you are not married or you do not have a civil partner, a person who is co-habiting with you and has done so for at least six months prior to joining the scheme and is financially dependant or interdependent with you.*

Payment of premiums

Premiums are collected monthly by salary/ pension deduction unless alternative arrangements have been agreed. Monthly subscription payments must be maintained in order to remain a member of the scheme and to qualify for benefits.

Career breaks, maternity leave, secondment or living overseas

Prior to any of the above applying you will need to contact the Federation to discuss whether cover can continue and to arrange premium payment throughout the applicable period.

Transfer, resignation or dismissal

Serving officers who transfer to another force, resign or are dismissed from the police service are not eligible to remain in the scheme and all cover, including partner membership, will cease.

Retirement from the Police Service

Serving officers upon retirement from the police service may remain in the scheme as a retired member, with benefits applicable to their age. Transfer into the retired officer scheme must be agreed with the Federation prior to retirement as individuals are not eligible to join the scheme after their retirement date.

How to cancel your cover

In the event that you need to cancel your cover, **please notify the Sussex Police Federation in writing:** Sussex Police Federation, Police HQ, Church Lane, Lewes, East Sussex, BN7 2DZ.

How to make a claim

Unless otherwise specified in this booklet please **contact the Sussex Police Federation on: 01273 404 211 to make a claim**. Claims should be reported as soon as practicable and, if possible, within 30 days of the incident/diagnosis. The onus is on the member to notify a claim, it is not the responsibility of the Federation to make a member aware of their entitlement to claim.

Scheme benefits

This section gives a brief explanation of the benefits included in the scheme. Full details of cover, terms and conditions can be found in the policy wordings which are available from the Sussex Police Federation, and take precedence.

Life assurance

Life assurance benefit is payable on the death, by any cause, of the member or their subscribing partner **up to the age of 70 years. Partner benefit levels depend on the age of the subscribing officer.**

The payment is made to the 'Trustees of the Sussex Police Federation' and the money is then dispersed by the Trustees under the terms of the "Trust Deed" which would normally be the member's chosen beneficiary. This means that the benefit does not form part of the member's estate and is not, under current legislation, subject to inheritance tax. It is therefore important to keep the beneficiary details up to date.

Terminal illness benefit

If a member under the age of 69 is diagnosed as having an illness or injury from which he or she is expected to die within 12 months, they may apply for an advance of 20% of the life assurance benefit. The amount advanced will be deducted from the settlement on death.

Child death grant

This benefit is paid upon the death of a dependent child aged between six months and 17 years.

24 hour telephone helpline

Bereavement counselling: **0800 912 0826** - confidential support with unlimited telephone access.

Best Doctors

The Best Doctors service provides the reassurance of a confidential expert second medical opinion if a member, partner or their resident dependent children up to age 21 (25 if still in full time education) are facing a worrying medical condition.

Best Doctors work in conjunction with the patient and their doctor to ensure diagnosis and treatment are correct, providing an independent and comprehensive assessment report. They work with a worldwide panel of specialists.

Unlimited access to the Member Care centre is included, providing a confidential telephone based helpline, which is available 24 hours a day, 7 days a week, throughout the year.

Call: **0800 085 6605** for Best Doctors medical support.

Or visit: www.askbestdoctors.com for healthcare advice and the Best Doctors video library, with over 300 colour videos giving detailed explanations about medical conditions, treatments and testing.

Please note: Best Doctors services are not available in respect of mental health related conditions.

Careline

The Best Doctors Careline is designed to provide you and your family with advice and guidance at times of ill health or when you are concerned that your lifestyle may lead to ill health if not addressed.

The service is both telephone based and face to face and it offers access to a multi-disciplined team which is managed by your Personal Case Manager who will tailor a service based on your individual needs.

Your Case Manager will be experienced in managing all aspects of ill health and injury including:

- Access to specialist nurse support services – specific the particular diagnosis or type where appropriate including cancer and cardiac conditions.
- Access to psychological support services including Counselling, Cognitive Behaviour Therapy, Bereavement counselling specific to the trauma associated with a diagnosis and illness and where appropriate to the specific illness.
- Access and management of nutritional advice to support the recovery and rehabilitation process based on the type of treatment and types of illness such as cancer, cardiac or diabetes.
- Arrangement of home help where appropriate using a network of specialist approved carers and nurses.
- Arrangement of any additional support services e.g. wheelchairs.
- Support with work rehabilitation including a return to normal duties, modified duties or alternative duties which will include liaison with your GP and your employer.
- Management of NHS clinical care if you or your family have any concerns about the care being provided by the NHS
- Support with a return to normal activities including advice on regular exercise, weight loss and good nutrition all with the objective of improving your recovery and to help you regain your quality of life.

If you require further treatment that is not covered by the Careline then the Careline team will work with you to establish the best route to treatment; which could be NHS, private provision through your PMI provider or self pay.

The route to support will be determined by your dedicated Careline case manager who will determine the most appropriate treatment pathways for you and where the right treatment should be accessed.

Call Careline on: [0333 577 8777](tel:03335778777) and select option 2

Please note: Careline provide a service, this is not an insurance policy.

GP Care on Demand

The GP Care on Demand service provides the subscribing member and their resident family with unlimited access to a GMC licensed practicing GP from the comfort of their home or workplace.

You can conveniently schedule a video consultation or request a telephone call back consultation from an experienced GP who'll take the time to support your individual needs. Where appropriate, they will be able to issue an open private specialist referral letter or a private prescription.

If it is identified you will benefit from a second medical opinion the doctor will support you by connecting to the Best Doctors® service which has a network of over 50,000 world leading specialists to review your case in full and help support some of the most important decisions you may have to make around your health.

Brought to you by Teladoc Health, a world leader in virtual care, you can use the GP service when you are abroad to access doctors who are practiced in supporting patients wherever they are in the world.

Key benefits:

- 24/7, 365 days a year, worldwide access
- Connect via the App, or simply call
- Discuss all aspects of your physical and mental wellbeing
- Unlimited consultations; you can use the service as much as you need
- Connect with a high quality GP* who has the time to listen and to help you

To arrange an appointment simply **download the 'Care on demand' App**** create an account and book a consult:

Apple Store: <https://apps.apple.com/gb/app/care-on-demand/id1481628208?ls=1>

Google Play: <https://play.google.com/store/apps/details?id=com.advancemedical.careondemand>

Use code: **SUSSEX2019**

Or you can call: **+44(0) 203 499 4891**

No pre-existing medical condition exclusion or age limit applies.

*Teladoc GP's are carefully selected and actively practicing medicine. They have over 6 years professional experience, undergo quarterly appraisals and continuous training.

**As part of Care Quality Commission (CQC) regulations patients, when engaging the service for the first time, will be asked to go through a positive ID process.

GP Care on Demand is provided by Teladoc Health, Inc.

Teladoc, Inc. is a telemedicine company that uses telephone and videoconferencing technology to provide on-demand remote medical care via mobile devices, the internet, video and phone.
www.teladoc.com

Critical illness

The scheme benefits will be payable if a serving officer, their subscribing partner or their child (aged between 6 months and 17 years, suffers from an insured illness and survives for more than 14 days from the date of diagnosis or surgery.

Insured illnesses*

- **Alzheimer's disease** – *resulting in permanent symptoms*
- **Aorta graft surgery** – *for disease*
- **Bacterial Meningitis** – *resulting in permanent symptoms*
- **Benign brain tumour** – *resulting in permanent symptoms*
- **Blindness** – *permanent and irreversible*
- **Cancer** – *excluding less advanced cases*
- **Coma** – *resulting in permanent symptoms*
- **Coronary artery bypass surgery** – *with surgery to divide the breastbone*
- **Creutzfeldt-Jakob disease**
- **Deafness** – *permanent and irreversible*
- **Heart attack** – *of specified severity*
- **Heart valve replacement or repair** – *with surgery to divide the breastbone*
- **HIV infection** – *contracted in the EC from a blood transfusion, physical assault or at work in an eligible occupation*
- **Kidney failure** – *requiring dialysis*
- **Loss of speech** – *permanent and irreversible*
- **Major organ transplant**
- **Motor neurone disease** – *resulting in permanent symptoms*
- **Multiple sclerosis** – *with persisting symptoms*
- **Paralysis of limbs** – *total and irreversible*
- **Parkinson's disease** – *resulting in permanent symptoms*
- **Stroke** – *resulting in permanent symptoms*
- **Terminal illness**
- **Third degree burns** – *covering 20% of the body surface area*

**A pre-existing conditions exclusion applies together with other exclusions and conditions. Full details including the exclusions and limitations can be found in the policy wording, which should be read carefully.*

Claims must be submitted within 90 days of diagnosis.

Cover ceases on retirement or at age 70, whichever happens first.

Personal accident

24 hour, worldwide personal accident cover is provided for serving officers.

Temporary total disablement*

If you are injured at work or have an accident elsewhere, you can claim a weekly benefit for the time you are absent from work. Cover is provided for up to 104 weeks from the date of the accident. Benefit is payable from the eighth day of incapacity.

Permanent total disablement (PTD)*

PTD means disablement which entirely prevents the insured person from attending to their usual business or occupation, or to any business or occupation, and which lasts 12 months and at the end of that period is beyond hope of improvement. PTD cover is applicable to disablement caused by an injury on duty or any accident.

Permanent total loss of eye(s), limb(s), hearing or speech*

If, as a result of an accident, you suffer permanent total loss of eye(s), limb(s), hearing or speech, a benefit payment will be made to you.

Unrecovered Criminal Court Compensation (following assault)*

If, following an assault, compensation you have been awarded by a court remains outstanding for a period exceeding six months a benefit payment in respect of the outstanding full or partial award will be paid to you. Benefit is subject to the maximum specified in the following schedule and any payments subsequently received from the defendant must be repaid to the insurers.

Hospital benefit*

Accident: If as a result of an accident you are admitted to hospital, you will receive a payment of £50 for each night of your stay, up to a maximum of twenty eight nights.

Emergency: Following immediate and emergency admission to hospital, you will receive a payment of £50 for each consecutive night of your stay, up to a maximum of twenty eight nights.

Planned: If you spend time in hospital as an inpatient as a result of a condition requiring planned admission to hospital, you will receive £40 for each night of your stay, up to a maximum of twenty eight nights, for any one condition. A three day excess period applies and benefit will commence from the fourth night of your stay.

Casting benefit*

Casting benefit is a single lump sum which is payable if a serving officer is ill health retired within the first five years of police service.

Offensive weapons assault benefit*

If you sustain accidental bodily injury in the course of duty, directly caused by the discharge of a firearm, crossbow, shotgun or by stabbing with a sharp implement, and the injury sustained prevents you from continuing in your pre-assault duties for the 7 consecutive days on which you were on rota to work immediately following the assault, the specified lump sum benefit will be paid to you. Only one benefit will be paid for any one assault.

Personal accident - *continued*

Emergency dental cover*

Cover is provided for treatment which becomes necessary as a result of a dental injury or emergency anywhere in the world.

Occupationally acquired HIV*

If, as a result of a documented incident during the course of performing your normal duties of employment, you become infected with the HIV virus a benefit payment will be made to you.

* All occurring within 24 months from the date of the accident

Personal accident benefits

Permanent total:

Disablement (any occupation)	£120,000
Disablement (usual occupation)	£40,000
Loss of one limb or sight in one eye	£40,000
Loss of hearing in one ear	£20,000
Loss of two limbs or sight in both eyes	£50,000
Loss of hearing in both ears	£50,000
Loss of speech	£50,000
Loss or loss of use of shoulder or elbow	£8,000
Loss or loss of use of wrist, or hip, or knee or ankle	£8,000
Total and permanent loss of sense of smell	£4,000

Permanent physical severance or loss of use of:

Left thumb or right index finger	£8,000
Right thumb	£10,000
Left index finger	£6,000
Any other left finger	£3,200
Any other right finger	£4,800
Right or left big toe	£4,000
Any other toe	£2,000

Complete and incurable paralysis

£40,000

Complete and incurable insanity

£40,000

Emergency dental:

Worldwide accidental dental injury	up to £2,500
Emergency dental treatment	up to £200 (UK)
	up to £400 (worldwide)

Hospital cash benefit (per night) £50 (max £1,000)

Dentist call-out fees (per call-out, max 2 call-outs) £100

Occupationally acquired HIV £50,000

Firearm assault £2,500

Stabbing assault £1,500

Court award compensation (max per award) £500

Casting benefit £5,000

Temporary total disablement (per week, 7 day excess, up to 104 weeks) £35

Hospitalisation:

Accident / emergency (per night, max 28 nights) £50

Planned (per night, 3 night excess, max 28 nights) £40

Sickness benefit

(Regulation 28)

Applicable to serving officers only, up to age 70.

If, under police regulations, you are placed on half pay or no pay you can submit a Sickness benefit claim.

The benefits will be payable for a maximum of 52 weeks and are calculated as a percentage of your gross salary. The first 26 weeks are paid at the half pay benefit level. If you are then placed on no pay we will pay you a further 26 weeks at the no pay benefit level. Payment ceases when you return to work or when you reach the maximum payable, whichever happens first.

Sickness benefit is payable every 28 days (four weeks) and payments are made via BACS directly into your bank account.

Examples

Half pay (20% gross salary)	No pay (40% gross salary)
£24,000 - £92 per week	£24,000 - £184 per week
£30,000 - £115 per week	£30,000 - £230 per week
£36,000 - £138 per week	£36,000 - £276 per week
Calculations are capped at a gross salary of a Chief Inspector.	
Note: If full pay is reinstated and backdated, benefits received in respect of the applicable period must be repaid to the insurers.	

Worldwide travel insurance

The travel insurance policy covers the member and their spouse or cohabiting partner, and any number of dependent children/grandchildren under the age of 23 who are living with them and in full time education for **any number of trips a year, up to 60 days each trip**.

Trip duration can be extended to a maximum of 183 days on request and by payment of an additional premium. **Extensions must be arranged before you travel** and full details of your travel plans provided. Please call George Burrows on: **01403 327719** to arrange a travel extension.

Cover includes trips in the United Kingdom provided overnight accommodation has been booked and paid for.

A wide range of leisure activities such as Scuba diving to 30 metres and winter sports are covered at no extra charge. Please refer to page 13 of your travel policy for the full list of activities included. Cover may be available at additional premium for activities not listed, please contact George Burrows for details.

Extensions can be arranged to include cover for overseas weddings, golfing trips and business equipment, and for children of extended family or friends under the age of 18 who are travelling with the member by contacting George Burrows and on payment of an additional premium.

Important information

Health restrictions apply to some sections of the policy. Prior to booking a holiday, please ensure you read the 'Pre-existing Medical Conditions' wording which can be found on page 6 in the Travel policy booklet.

Call: 01243 621 416 as soon as possible on returning to the UK to make a claim

Overseas assistance: +44(0) 1243 621 066

A £50 excess applies to most policy sections, along with other terms and conditions. Full details of cover including the limitations, exclusions and terms and conditions can be found in the policy wording, which should be read carefully, in particular the exclusions and limitations.

Legal expenses

The legal expenses policy provides protection from **legal costs** up to £100,000 for the subscribing member and their resident family members to help pursue or defend a claim.

Cover included*:

Subscribing member only

- Crime pre-charge, up to 5 hours post interview cover.
- Legal representation at gross misconduct hearings.
- Representation in IOPC complaints investigations.
- Representation at Public Enquiries and Inquests.
- Defence of civil proceedings arising from charges brought against you for discrimination at work.
- Defence of legal action arising from allegations in respect of your acts or omissions as a Trustee of funds set up by the Police/Federation.
- Property disputes in relation to ownership or occupation of your main home.
- Tenancy disputes relating to your unlawful eviction from a property you occupy.
- Probate disputes where you are contesting a will as a beneficiary of your deceased parents, grandparents or children.

Subscribing member and partner only

- Legal representation (solicitors and barristers) for non-duty related criminal prosecutions in Magistrates and Crown Court.
- School Admission Disputes.

Partner & children only

- Pursuit of employment disputes.

Subscribing member, partner, their children and parents normally living with them

- Pursuit of compensation for damages following an incident resulting in personal injury anywhere in the world.
- Purchase and Sale Disputes.
- Property Damage and Motor Uninsured Loss Recovery.
- Tax Investigations.
- Data Protection.
- Personal Identity Fraud.
- Motor Insurer Database Disputes.
- Social Media Defamation.
- Vehicle Cloning.

***Full details of cover, including the limitations, exclusions and terms and conditions can be found in the policy wording, which should be read carefully.**

24 hour, 365 days per year, claims and telephone helplines:

Personal tax and legal advice: **0344 770 1058**

Lifestyle Counselling and Online Support Service: **0800 177 7894**

Legal Document Service

As an addition to the Legal Expenses cover subscribing members and their resident partners have access to an Online Legal Document Service.

This service gives members the opportunity to draft their own bespoke legal documents using templates that have been developed by legal professionals and are regularly reviewed and revised in line with changes in law or legal practice.

The templates cover a wide range of topics and step by step guidance is provided throughout to help you through the document drafting process.

Templates include letters and documents for:

- [Building work](#) - quote / estimation requests, complaints and requests for faulty work repairs
- [Buying and selling](#) - refunds, replacement and repair requests, sale of goods contracts etc
- [Complaints and disputes](#) - compensation requests, billing disputes, neighbour issues (overhanging trees, noise, trespass etc), problems with removals, dry cleaners, hotels, restaurants etc
- [Identity Theft and Credit Improvement](#) - requests for credit files, requests for information following credit rejection, informing credit card company of unauthorised usage/withdrawals, creditor holding letter etc
- [Motoring](#) - parking fine challenges, vehicle sale agreements, servicing complaints, refunds from car dealers, pothole damage claims
- [Probate](#) - probate letter to bank or building society
- [Wills](#) - single, married, civil partner
- [Workplace](#) - application for flexible working, flexible working appeals, adoption leave requests, maternity/paternity leave letters

To access the document service visit: www.arclegal.co.uk/legaldocuments
and register by using the code: [Susxpol](#)

Care First Counselling

At some stage in their lives most people require advice and information on workplace and personal issues, but it can often be difficult to know where to start looking. The pressure of daily life can sometimes be stressful, but having access to the right advice and information can be helpful in combating such pressures.

As a member of the group insurance scheme you have access to an information and counselling helpline service which is available to you 24 hours a day. Advisors, trained by Citizens Advice are at hand to provide answers and assistance on a wide range of issues which may affect your daily life.

The helpline provides you with instant support, advice and counselling. All Care First counsellors are accredited to the British Association for Counselling and Psychotherapy (BACP). The counsellors are available to provide support for any issues that you may wish to discuss, such as bereavement, relationships problems, stress and work-loads. The service is confidential and impartial, and no one will be informed that you have contacted Care First, you don't even need to give your name if you don't want to.

The Care First online service provides a library of resources, developed and maintained by a team of professionals. The online resource offers immediate information, answers and advice for a wide range of personal issues such as finance management, childcare and relationship advice, as well as health guides and tips. Resources for work related issues are also available, such as returning to work after illness, planning for retirement and working effectively.

Call: **0800 177 7894** to speak to a Care First counsellor

Or visit **www.arclegal.co.uk/carefirst** to access the Lifestyle Online Service

Use the log in details: **Susxpol**

RAC Motor breakdown assistance

Cover is provided for serving officers, retired officers and their subscribing partners. It applies in the event of the mechanical breakdown of a private vehicle* in which you are a driver or a passenger.

It is important that you read the Key Facts document and we recommend that you retain a copy in your vehicle. Copies of the Key Facts document are available to download from the Federation website. If you have any questions about your cover please contact George Burrows on:

01403 327719 or by email: info@georgeburrows.com

Cover includes:

- ✓ Roadside
- ✓ Recovery
- ✓ European Motoring Assistance
- ✓ At Home
- ✓ Onward Travel

Full details of cover including the limitations, exclusions, terms and conditions can be found in the policy wording, which should be read carefully.

Qualifying vehicles

* A car, motorcycle 49cc or over in the UK or 121cc or over in Europe**, motorhome, minibus fitted with not more than 17 seats including driver, light van, estate car, MPV or 4X4 sport utility vehicle that conforms to the following specification: maximum legal laden weight of 3,500kg (3.5 tonnes), maximum overall dimensions of 6.4 metres length, height 3 metres, width 2.25 metres (all including any load carried).

What to do if you breakdown

If you breakdown in the UK please call your dedicated Federation number.

Tel: **0330 159 0279** and quote reference **X808**

If you breakdown in Europe** call: **00 33 472 43 52 55**

(replace 00 at the beginning with 810 when in Belarus or Russia)

Additional family members

RAC cover can be extended to include other family members who normally reside with you by payment of an annual additional premium.

You can arrange this cover by calling George Burrows on: **01403 327719**.

** Europe: please refer to page 4 in the policy wording for the list of countries included.

Mobile phone/gadget insurance

Mobile phone/gadget insurance is provided for serving officers, retired officers and their subscribing partners whilst in the UK and for up to 90 days if abroad.

Insurers will pay up to two claims per member per year, up to a maximum of £1,000 per gadget claim /£1,150 per mobile phone claim, for repair or replacement (as applicable), in the event of:

- Accidental damage
- Theft
- Accidental loss (mobile phones only)
- Breakdown
- Liquid damage
- Fraudulent call use

General conditions*

Mobile phones/gadgets must be less than 36 months old at commencement of cover, with valid proof of purchase. Items purchased second hand or outside of the UK are not covered under this policy.

There is no cover:

- for theft, loss or damage to accessories of any kind
- for reconnection costs or subscription costs of any kind
- if you are unable to provide proof of usage, if requested
- if you are unable to evidence ownership

A policy excess of £50 will be applied to items valued up to £500 (when new), £75 for items valued between £500 and £999 (when new) and £100 for items valued £1,000+ (when new).

'Apple swap'

If your phone or gadget is an Apple product you may prefer to take the item to your local Apple store for repair or replacement. You will first need to call the number below to ensure your claim is successful after which you will be furnished with the details as to how to proceed with an Apple service.

Call: 0203 794 9318** to make a claim (please quote your collar number)

*Terms and conditions apply to each section of cover.

Please refer to the policy wording for details of gadgets eligible to be covered under this insurance. Full details of cover including the limitations, exclusions and terms and conditions can be found in the policy wording, which should be read carefully.

** Lines are open Monday to Friday from 9am to 6pm. Call charges may vary depending on your network provider.

What to do if you have a complaint

George Burrows are committed to delivering the highest standards of customer care. We are always interested in your feedback, should you need to make a complaint, in the first instance you may wish to contact the Sussex Police Federation, alternatively you can contact the George Burrows team direct at:

Post: St Mark's Court, North Street, Horsham, West Sussex RH12 1RZ

Tel: 01403 327719

Email: info@georgeburrows.com

Whilst we will make every effort to maintain the highest standards, we recognise that there may be occasions when we fail to satisfy the particular requirements of our customers. We therefore have in place procedures to investigate and remedy any area of concern.

In such circumstances we promise:

- To try and resolve the complaint within 3 working days and write to you confirming if we have done so;
- To acknowledge any formal complaints promptly;
- To respond fully to your concern or complaint within four weeks or less. If for any reason this is not possible, we will write to you to explain why we have been unable to conclude the matter quickly.

If we have been unable to resolve your complaint in eight weeks, we will write to you explaining the reason as to why this has not been possible. We will also advise you of your right to refer your complaint to the Financial Ombudsman Service (if applicable).

Financial Ombudsman Service

If you still feel that we have not been able to resolve the matter to your satisfaction, after this process you may have the right (subject to eligibility) to refer your complaint to the Financial Ombudsman Service. The address is:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

Telephone: 0800 0234 567 (from landline)

Telephone: 0300 123 9 123 (from mobile)

Email: complaint.info@financial-ombudsman.org.uk

Whether or not you make a complaint to us and/or refer your complaint to the Financial Ombudsman Service, your statutory right to take legal action will not be affected.

Online Dispute Resolution Platform

The European Commission has established an Online Dispute Resolution Platform (ODR Platform) http://ec.europa.eu/consumers/odr/index_en.htm that is specifically designed to help EU consumers who have bought goods or services online from a trader based elsewhere in the EU and subsequently has a problem with that online purchase.

The ODR platform will refer your complaint to the Financial Ombudsman Service which will then pass it on to Arthur J. Gallagher. George Burrows is a trading name of Arthur J. Gallagher Insurance Brokers Limited.

Additional Information

Data Privacy

George Burrows is a trading name of Arthur J. Gallagher Insurance Brokers Limited (Gallagher). We are the data controller of any personal information you provide to us or personal information that has been provided to us by a third party. We collect and process information about you in order to arrange insurance policies and to process claims. Your information is also used for business purposes such as fraud prevention and detection and financial management. This may involve sharing your information with third parties such as insurers, reinsurers, other brokers, claims handlers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators, police and government agencies or fraud prevention agencies.

We may record telephone calls to help us monitor and improve the service we provide. For further information on how your information is used and your rights in relation to your information please see our privacy policy at <https://www.ajg.com/uk/privacy-policy>. If you are providing personal data of another individual to us, you must tell them you are providing their information to us and show them a copy of this notice.

Insurers

The cover in this scheme is provided by a panel of insurers. A list of insurers is available on request.

Financial Services Compensation Scheme (FSCS)

You may be entitled to compensation from the Financial Services Compensation Scheme ("FSCS") should the insurer be unable to meet its obligations and subject to eligibility. Details of the circumstances in which you can make a claim – and instructions on how to do so – can be found on the FSCS website: <http://www.fscs.org.uk>. Separately, your insurer and/or you may be covered by a different compensation scheme.

George Burrows

George Burrows is a group insurance broker who has provided personal protection products to police officers for over 50 years. We are proud to look after the group insurance needs of the Sussex Police Federation.

FCA registration

We are authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent watchdog that regulates the provision of financial services. Our registration number is 311786. We are permitted by the FCA to act as a general insurance intermediary, to arrange credit and collect payments. You can check these details by visiting the FCA's website (HYPERLINK "<http://www.fca.org.uk/register>" www.fca.org.uk/register).

Notes

Life cover

Protecting the things that matter most to you.

Top up life cover from George Burrows. Developed specifically for serving officers, and their partners, who subscribe to the Federation Group Insurance Scheme.

Prices from £6.05** per month

- Cover for you and/or your partner
- Payable on death by any cause
- Choose from 3 levels of cover:

£50,000

£6.05 per month*

£75,000

£9 per month*

£100,000

£12 per month*



Call us today

01403 327719

www.georgeburrows.com

GeorgeBurrows

A Gallagher Company



George Burrows is a trading name of Arthur J. Gallagher Insurance Brokers Limited, which is authorised and regulated by the Financial Conduct Authority. Registered Office: Spectrum Building, 7th Floor, 55 Blythswood Street, Glasgow, G2 7AT. Registered in Scotland. Company Number: SC108909 www.ajg.com/uk

* Benefit levels reduce and premium rates increase on retirement. Cover ceases at age 65. Terms and conditions apply, full details are available from the Federation or George Burrows.

** The premiums quoted are correct at 1st February 2020

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