

GP24

with all individual protection policies



Giving you control over your daily life

When life gets busy, its important people can access the medical support and advice they need when they really need it, and in a way that's convenient for them. Whether that's during working hours or in the middle of the night, we know people don't just worry about themselves, but their family too. That's why all our individual protection policies feature unlimited access for policyholders, and their families, to GP24.

24/7, unlimited access to GPs, every day of the year

In partnership with Health Hero, GP24 is available 24 hours a day, every day of the year, and can provide unlimited advice, reassurance – and where appropriate – medical diagnosis anywhere in the world. It's also available in more than 200 languages.

A dedicated customer service team is on hand day and night to book consultations, organise prescriptions, and write referral letters. Customers can choose the best time and day for an appointment, whether to have a video or phone consultation, as well as whether to speak to a male or female doctor. And it's easy to book online in minutes using the web app.

Private prescriptions, open referrals, and fit notes

Where necessary, GPs can issue private prescriptions for collection from a pharmacy or delivered to a UK address. If an NHS practising doctor considers symptoms to require further investigation or treatment, the doctor can issue an open private referral letter for continued treatment. If it's clinically appropriate, GPs can also issue private fit notes.

Second medical opinion – for greater peace of mind

Being diagnosed with a serious condition can be stressful and worrying. If someone has been diagnosed with a condition but would like a second opinion on the diagnosis or treatment of the condition, GP24 can be used to organise face-to-face, telephone, or video consultations with a specialist consultant.

The second medical opinion service provides a patient with access to an experienced specialist with relevant experience to provide peace of mind, better understanding of the condition, as well as an opportunity to ask the many questions someone might have around treatment, and alternative options available.

In partnership with HealthHero

Built on the foundation of proven healthcare companies, HealthHero is the largest digital-first healthcare provider in Europe – supporting 35m individual lives – and is the preferred partner for over 1000 businesses.



**24/7 support,
365 days a year**



**#01 Largest digital-
first healthcare
provider in Europe**



**200+ languages
available**

Find out more

To find out more about GP24 or MetLife protection policies, speak to our protection team today on **0800 917 0100**, or email us at **protection@metlife.com**

Important information

1. Pregnancy

Services cannot be provided to women who confirm (upon being asked) that they are or may be pregnant, even if the health concern does not directly relate to the pregnancy. In the event that HealthHero considers that it can provide such services, it shall notify the Customer and the services shall be included as Services from the date of such notification.

2. Second Medical Opinion

Individuals are entitled to use the Second Medical Opinion Services no more than twice per annum.

3. Services do not form part of the insurance policy and can be amended and/or withdrawn at any time. Insurance premiums are unaffected by the provision of these services and there will be no difference in the cost of the premiums should a client decide not to take up these services.

protection@metlife.com

metlife.co.uk/protection

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MetLife Europe d.a.c. is a private company limited by shares and is registered in Ireland under company number 415123. Registered office at 20 on Hatch, Lower Hatch Street, Dublin 2, Ireland. UK branch office at Brighton. - Invicta House, Trafalgar Pl, Brighton BN1 4FR. Branch registration number: BR008866. MetLife Europe d.a.c. (trading as MetLife) is authorised and regulated by Central Bank of Ireland. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

In the moment *support* for your needs

We provide our customers with access to a number of extra services should you or anyone in your household need them such as access to a virtual GP and physiotherapy services and wellbeing support.

GP24 our virtual GP appointment service



Whether its during working hours or in the middle of the night, we know you don't just worry about yourself, but your family too. That's why all our individual protection policies feature unlimited access for you, and your families, to GP24, provided by HealthHero.

GP24 allows you to book an appointment with registered GPs 24 hours a day, every day of the year, with appointments available between 7am and 10pm.

Also included are:

- Unlimited access to GP's, every day of the year
- Private prescriptions, private referrals and fit notes
- Up to two second medical opinions per person per year
- Consultations in foreign languages may be available by booking by telephone

Virtual physiotherapy services

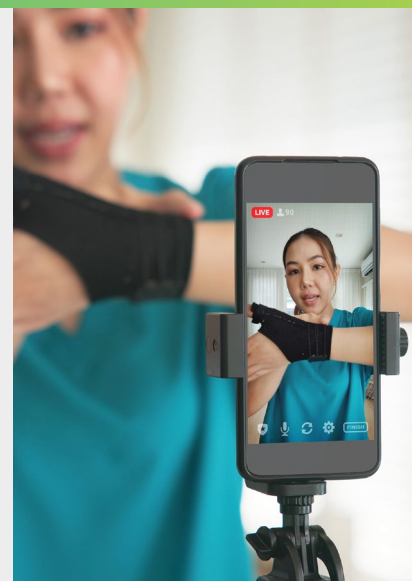
These online sessions, provided by HealthHero, help you take control of your recovery through tailored exercise plans, and educational and digital tools that support safe, independent rehabilitation at home. These sessions are suitable for musculoskeletal conditions affecting bones, joints, and soft tissue, and offer a practical solution for everyday injuries and pain that impact activities of daily living.

The Physiotherapists are fully qualified, regulated, and offer a safe, credible alternative to face-to-face physiotherapy.

As part of this service you can:

- Access 6 virtual sessions of 30 minutes, per year
- Receive tailored exercise plans
- Choose to see the same clinician across sessions

The service is available 9am-5pm Monday-Friday (excluding Bank Holidays), and you can book sessions up to six weeks in advance.



For every moment, there's  **MetLife**

Wellbeing Support Centre



Our free Wellbeing Support Centre, provided by Health Assured provides covers three core areas of wellbeing. You can get confidential help with financial, mental and physical wellbeing.

There when you need support

- Accessed via a convenient app or a 24/7 telephone helpline, it features:
- Confidential 24/7 support by phone, video call or send a callback request
- Access to trained advisers
- 'Challenge yourself' 4-week plans and much more
- Financial and debt management information
- Speak to a qualified nurse, for wellbeing and medical information
- Mini health checks

How to access these services

Log into your myMetLife account to get the code you need to access these services, simply provide the code when you speak to the person on the call.

Important information

1. GP24 services cannot be provided to women who confirm (upon being asked) that they are or may be pregnant, even if the health concern does not directly relate to the pregnancy. In the event that HealthHero considers that it can provide such services, it shall notify the Customer and the services shall be included as Services from the date of such notification.
2. Individuals are entitled to use the GP24 Second Medical Opinion service no more than twice per annum.
3. Wellbeing Hub, GP24 and virtual physiotherapy services do not form part of the insurance policy and can be amended and/or withdrawn at any time. Insurance premiums are unaffected by the provision of these services and there will be no difference in the cost of the premiums should a client decide not to take up these services.

Tel: 0800 917 0100

metlife.co.uk

The MetLife Wellbeing Hub is a range of health and wellbeing services provided by Health Assured Limited, registered in England and Wales No. 06314620. Registered Address: The Peninsula, Victoria Place, Manchester M4 4FB, UK.

Neither the fact that you have used the service or the content of any contact will be divulged to your employer or anyone else outside Health Assured Limited, usage statistics may be offered in way of management information reports but only in circumstances where there are no identifiable characteristics. The only circumstances in which information may be disclosed are; a) If you provide explicit consent. b) Health Assured Limited is ordered by a court of law to disclose information. c) The nature of your problem is such that the counsellor has reasonable grounds for believing that there may be a risk of harm to yourself or someone else d) Where deemed appropriate by the telephone counsellor.

Nurses are unable to provide diagnosis of symptoms or prescribe medication, however can offer information on conditions and advise of the appropriate clinical pathway and support channels.

GP24 and virtual physiotherapy services are a healthcare service provided by HealthHero Solutions Limited, registered in England and Wales No. 03766413. Registered address: 10 Upper Berkeley Street, London, W1H 7PE.

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