



sportsinsurance4u
Sports Health Insurance

Brochure

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This brochure explains the different schemes and levels of cover we offer. If you have any further questions about our Sports Health Insurance Schemes, please contact us on – 0800 980 4601 or email us at sales@generalandmedical.com

Why choose us?

General & Medical specialise in providing Private Health Insurance to individuals, families, businesses, sports players and sports clubs. In fact, our experience in the sports health insurance arena is second to none and we pride ourselves on the personal service we give.

General & Medical was established during the 1980's initially providing finance and insurance services to the professions within the UK. We have continued to grow at an impressive rate and today our range of sports covers is one of the most comprehensive on the market.

Our Sports Health Insurance range has been specifically designed for amateur and professional sportspeople, clubs and club officials to ensure access to medical treatment as soon as the need arises. The range offers cover for treatment of sports related injuries not normally covered by many UK insurers, making General & Medical an increasingly popular choice with sports clubs and players, up and down the country.

Years of experience in the sports healthcare market has enabled us to hone the range of schemes we offer to ensure the benefits are useful and realistic whilst remaining affordable. We price our schemes responsibly to make sure that premium levels are sustainable for the long term. This gives our clients some certainty and ensures that there are no unwelcome surprises when renewal time comes around.

Our experience in Sports Health Insurance shines through in the personal service we give. As a client of General & Medical Healthcare you will be assigned a named Health & Care Support Specialist, trained in medical terminology and claims handling but our claims teams are also tuned in to the specific needs of sports players and clubs. This includes knowledge of the hospitals and consultants throughout the country, renowned for providing the best facilities and treatment for sports injuries. Indeed, many of our Participating Hospitals have specific know how when it comes to dealing with sports injuries, with experienced physiotherapists and facilities for specialist treatments such as hydrotherapy.

Unlike some other sports healthcare insurers, we offer the full range of underwriting options so it's easier and fairer, for those already insured elsewhere, to switch to General & Medical.

This brochure describes some unique features and benefits of our Sports Health Insurance range but if you have any questions, please contact us. We're here to help.



Covering Sport- where it matters

Sports are enjoyed by millions across the UK and having an injury that prohibits you from participating in your chosen sport can be a stressful time. Knowing that your medical needs are covered can give you peace of mind so the only thing you have to think about is getting back in the game. The Sports Health Insurance range from General & Medical offers cover for treatment of sports related injuries not covered by many other insurers.

Sports Health Insurance from General & Medical has been designed to ensure sporting men and women have access to medical treatment if the need arises. General & Medical offer a wide range of sports covers that give you both choice and optimum value, allowing you to choose the scheme that best fits your needs. For example, our Sports Key scheme provides the flexibility to combine in-patient only cover with out-patient benefits on a self funded basis.

The range of covers are ideally suited to any level of sport whether it's amateur or professional*, and can be taken on an individual basis or for a team looking to cover all their players.

We have agreements in place with hundreds of private hospitals and medical facilities throughout the country. In fact our list of available facilities is one of the largest of any UK insurer and we actively manage our contracts with the hospitals to keep costs and premiums low.

Many of our hospitals have specific know how when it comes to dealing with sports injuries, with experienced physiotherapists and facilities for specialist treatments such as hydrotherapy.

Benefits of choosing our Sports Health Insurance:

- A professional highly experienced claims handling team
- Hospital bills paid direct by General & Medical
- Easy no-obligation quotations by phone, email, web or post
- Easy to understand, jargon free advice and communications

Other Scheme Features and Benefits can include:

- Cover for sports injuries
- Additional team out-patient benefit
- Cover for touring players and clubs
- Sponsorship of club activities through Sports
- Opt-in commissions
- Employee Assistance Programmes including Health & Wellbeing Services
- Optional worldwide travel insurance
- Treatment booking service for non-eligible treatment such as elective surgery

*For the purposes of Sports Health Insurance, we class amateurs and professionals as those receiving any fee, donation or benefit in kind from participation in their sport, whilst playing, coaching, or training at club, county, national or international levels.

Superb Cover - outstanding choice

Our Sports range has been specifically designed for professional and amateur sports players and clubs and has proved popular with football, rugby and other clubs up and down the country.

Sports Key

- Essential level of in-patient cover
- Cover for sports related injury
- Pre and post admission consultations, tests and scans
- Stress Counselling Helpline / Health & Wellbeing Services
- Hospital cash back (up to £250 per night)
- 24 hour GP advice line
- Overall Annual Maximum Benefit Limit: £50,000

Sports - All the benefits of Sports Key and...

- Out-patient consultations, diagnostics and treatment
- Treatment booking service for non-eligible treatment such as elective surgery
- Additional pool of out-patient benefit for teams of 6 or more players

Sports Plus - All the benefits of Sports and...

- Cover outside UK for touring clubs
- Full cancer cover*
- Full radiotherapy and chemotherapy cover*
- Cardiovascular conditions cover

Sports Elite - All the benefits of Sports Plus and...

- Included therapies benefit on a risk share basis of 50/50

*Please refer to individual policy Terms and Conditions for monetary limits

Sports **HealthcareConnect**

Sports Opt-in is a free service for clubs who take out Sports Health Insurance for their players and allows them to offer the club supporters, club officials and families of the players a healthy discount off the normal General & Medical private healthcare schemes.

Furthermore for every private healthcare scheme that is taken out by the clubs supporters, club officials and family members General & Medical will make a donation, relative to the premium, to the club. This is negotiated on a club by club basis generating an attractive revenue stream. A popular use of the revenue stream is to spend it on youth related activities to encourage the next generation of players.

It's in the club's best interest to promote the service through their own website. General & Medical will provide a branded link from the club website to our own, free of charge. We can also provide free posters and approved text for promotions in any publications or programmes. Full details of the Opt-in service will be explained when a club takes out one of our Sports Health Insurance covers for its players.

Sports Covered- and our risk rating

At General & Medical we believe in making things as simple as possible to ensure that you fully understand every aspect of your Sports Health Insurance cover. The type of sport you choose to participate in will affect your premium so, with this in mind we have a risk rating system.

Different factors such as the levels of contact involved influence the risk, so we have developed a risk rating system. This allows us to price fairly for any given sport. We also take into account the number of team members to be covered allowing us to offer reduced premiums for extra volume.

We rate sports from 1 - 4. Low risk sports level 1, include Darts or Angling whereas sports such as Downhill skiing and Skydiving would be considered higher risk and therefore rated as level 4.

If you participate in more than one sport we will base your premium on the sport categorised as having the higher risk level.

To check the risk rating for your sport, please turn to pages 20 - 21 at the end of this brochure.

Hospital Booking Service

Hospital booking service is a complementary service provided by General & Medical for Sports players enabling ease of access to treatment for conditions which are not covered under private healthcare insurance, such as elective treatments like cosmetic surgery, fertility treatment and sterilisation.

To use the General & Medical hospital booking service a player simply contacts one of our team with information about the procedure they require. Where the player is uncertain about where to go for treatment, General & Medical may be able to provide some guidance on available facilities*, we would then negotiate the cost with the hospital or provider of the service. If the cost is acceptable to the player we would then arrange the booking and how payment will be made for the treatment.

In cases where the player already knows which consultant they wish to be treated by and which hospital they wish to use, General & Medical can still help by obtaining pre-admission quotes and by smoothing the way for the patient/player.

* Please note: Hospital Booking is not an insured service so the player/patient is responsible for the costs of treatment when using this service.

Health & Wellbeing- a free service

Your health and wellbeing important to us. That's why we are pleased to include free 24 hour Health and Wellbeing Support within all of our Sports Health Insurance policies, to offer additional benefits to you all for no extra cost. We want to make sure you have access to support whenever you may need it.

Health & Wellbeing 'online'

The online Health & Wellbeing site gives clients the resources and inspiration to make simple changes to develop a healthier, more balanced and productive lifestyle. The site provides:

- Active life programmes designed to guide clients to their health goals
- Health & Wellbeing programmes with up to date, clinically validated support information
- Active sport programmes for those with specific sports or training goals
- Active care programmes designed to prevent illness or manage existing conditions

There is also help with a wide range of issues such as medical information, diet and nutrition, help to stop smoking and even guidance on travelling overseas.

Telephone Counselling

This service is available 24 hours a day, 7 days a week and gives you access to confidential telephone counselling and support. You can speak with counsellors, scheduling convenient appointments for each session. The specialist teams of experienced, qualified and trained counsellors are able to provide support and assistance on a wide range of issues including family and relationship difficulties, anxiety, stress, emotional problems, work related issues, bereavement and debt.

Health & Wellbeing advice

The Health & Wellbeing advice service gives clients access to a team of doctors, nurses and specialists who are on hand to provide confidential and easy to understand help and guidance. Members can discuss health and lifestyle issues, medical symptoms and worries with a sympathetic professional across a wide range of subjects.

This service provides general guidance and information only and is not intended to detract from or substitute normal primary healthcare. This is not an emergency service and will not provide a diagnosis or prescribe treatment.



Participating Hospitals- more choice

A vital part of any Private Health Insurance scheme is the available medical facilities, in which treatment may be given. With General & Medical, whichever level of cover you choose, you'll have access to over 750 of some of the best private hospitals and medical facilities throughout the UK.

Hospital Choices

At General & Medical we have one of the largest selections of hospitals and medical facilities compared to any UK health insurer. We call these our Participating Hospitals and they include the majority of the leading national private hospital groups and the NHS private patient units, giving members access to the most modern facilities available in the UK.

Most of our Participating Hospitals provide a single private room with en-suite facilities for in-patient accommodation, together with a choice of menus, flexible visiting times and other facilities consistent with a modern private facility. This gives members timely access, privacy and the dedicated care and comfort they deserve.

The cost of treatment between different facilities can vary enormously, so we have grouped our Participating Hospitals to give you three levels of choice. In this way, we are able to reflect the lower cost of treatment at certain facilities by reducing premiums according to the hospitals you choose.

First Choice

Our First Choice Hospitals are a select group of over 300 private hospitals and clinics at locations throughout the UK, with whom General & Medical have close association. These include Spire Healthcare, Ramsay Healthcare, BMI and Nuffield facilities. Those who choose our First Choice Hospitals benefit from our lowest premiums.

Freedom

Freedom Hospitals include all First Choice facilities and give members access to up to an additional 400 facilities throughout the UK, which are mainly NHS hospitals with private facilities attached.

Premium

Premium Hospitals are specialist facilities, normally found in London, that due to their reputation and location are able to charge substantially more for their medical services. Members can include Premium Hospitals for an additional premium.

For full details of our hospital list, please ask for our Participating Hospitals brochure or please visit

www.generalandmedical.com/hospitals

Additional Benefits

At General & Medical we like to give our customers as much protection as we can, so the following additional benefits are available within our range of schemes.

Team Additional Out-Patient Benefit

Where you purchase a sports cover as part of a team of 6 or more players your team will have an additional pool of out-patient benefit (benefit levels depend on the size of the team). This additional benefit can be used where an individual member requires further eligible out-patient treatment but may have already used their own individual limit. The Scheme Administrator will be responsible for advising General & Medical if a player may have access to this additional pool of benefit.

24 Hour GP Advice Line

We have included this service which gives access to a panel of UK GP's by phone any time night or day, to give advice on any medical condition that members would like to discuss. The service is confidential.

Dental Accidental Damage Cover

If teeth are accidentally lost whilst participating in the chosen sport, cover is provided for re-implanting the natural teeth. Where the teeth are damaged or re-implantation is not possible, cover to reconstruct the dentition is also given.

Non UK Medical Cover

Included within Sports Plus and Sports Elite Covers is our Non UK Medical Cover, which provides medical emergency cover whilst travelling abroad.

This is especially useful for tours abroad. Any number of tours are covered per year providing no single tour lasts for longer than 120 days outside the UK.



Ways to Enhance your Cover

You can enhance your cover by, for example, choosing Sports Plus instead of Sports or Freedom Hospitals instead of First Choice Hospitals. You should select the level of cover and hospital choice that best suits your needs, but you can also choose to add any of the following options to enhance the benefits available from your healthcare scheme.

Pre-existing Conditions Cover

When you apply for cover, you have the option to cover treatment relating to pre-existing conditions, from the following list of defined conditions.

- Acne
- Asthma
- Arthritis
- Carpal Tunnel Syndrome
- Crohn's Disease
- Diabetes
- Eczema
- Fibrocystic Breast Disease
- Gastro-Oesophageal Reflux Disease
- Glaucoma
- Hypertension
- Psoriasis
- Ulcerative Colitis
- Varicose Veins

For an additional premium, you can extend your cover for up to two of the pre-defined conditions. The cover is subject to an annual limit of £1,000 which rolls up year on year to a maximum of £10,000 after 10 years, provided cover has been continuous and there have been no claims relating to the pre-existing condition.

This option has helped some people to consider Private Health Insurance for the first time and has caused others with cover elsewhere, to think about switching to General & Medical.

Worldwide Travel Insurance

Adding our Worldwide Travel Insurance gives you and your family the peace of mind of medical benefits and repatriation from any country worldwide, wherever you may be. Cover is provided for an unlimited number of trips within any 12 month period.

Other benefits included are:

- Cover for winter sports
- Generous cover for personal possessions
- Cover for cancellation or curtailment of trips
- Cover for up to 120 days maximum per trip
- Personal Liability and Personal Accident cover

For a small additional fee, you can also upgrade your cover to include scuba diving. For more details, please refer to the Worldwide Travel Policy Summary on page 15 and Your Questions Answered on pages 16-18 of this brochure.

Channel Islands Cover

If you reside in the Channel Islands you can choose this upgrade specifically designed to offer additional benefit to supplement the treatment available to you.

For an additional premium we will cover the services provided by your Channel Islands G.P, including prescription costs, consultations and routine minor surgery. Cover is available for return travel costs to another Bailiwick or the UK, where you require medical treatment unavailable in the Bailiwick of your residency. The cover will also provide benefit for travel and accommodation costs for parents or a qualified nurse accompanying a child for treatment. Benefit limits will be shown in your Certificate of Cover if you have selected this upgrade.

Ways to Reduce your Premiums

If reducing your premiums would help you to meet your budget, you can of course, choose a lower level of cover, for example by choosing Sports instead of Sports Plus or by restricting your hospital choice to First Choice only. You can also significantly reduce your premiums by adding an excess to your policy.

Policy Excess

An excess is an amount agreed in advance that you or each person on your policy pays towards the cost of a claim. For example, if you choose a £250 excess per claim and your treatment for one eligible claim costs £5,000, you would pay the first £250 and we would pay the rest.

You can add an excess of £75, £100, £150, £200, £250, £500, £1000, £2000 or £3000. At the start of the policy, you choose whether the excess applies once per policy year or to each claim. If you choose an excess per policy year and your treatment for an eligible claim carries on into the next policy year, another excess will apply.

Remember - the higher the excess, the lower your premium. For example, even an excess of £250 per claim could reduce your premium by over 20%.

The important thing is to choose a level of excess that you can comfortably afford.



Benefits At A Glance - Sports Healthcare

Some important facts about our Sports policies are summarised over the next few pages. This summary of benefits does not describe the full terms, conditions and exclusions of this policy, which can be found in the policy document called 'the Guide to your Health Scheme' Policy Document Part 2 of 2. Please also refer to your Certificate of Cover Policy Document Part 1 of 2. The benefit limits shown apply to each individual or player in a team.

<i>In-Patient Benefits</i>	Sports Key	Sports	Sports Plus	Sports Elite
Accommodation, Nursing Care, Surgeon & Anaesthetist Fees	✓	✓	✓	✓
Theatre Costs, Intensive Care Costs, Drugs, Dressings & Consumables	✓	✓	✓	✓
Diagnostics including MRI & CT Scans	✓	✓	✓	✓
Physiotherapy	✓	✓	✓	✓
Oro-surgical operations/procedures	✓	✓	✓	✓
Treatment for Cardiovascular conditions			✓	✓
Parent accompanying child			Up to 7 nights per in-patient stay, to a maximum of 30 nights or £750 per membership year	
Treatment for Cancer				
Treatment for Cancer whether or not relating to an in-patient admission. Includes Radiotherapy, Chemotherapy, Post Cancer Services, Advice on Cancer Treatment, Artificial Feeding, Speech Therapy & Monitoring			✓	✓
Cosmetic or Aesthetic Treatment				
Anti-Cancer Drugs, Preventative Treatment, Biological Therapies, Genetic Testing, Bone Strengthening Drugs & Bone Marrow or Stem Cell Transplants			✓	✓
Hospice Care			✓	✓
Palliative Treatment (where medically necessary, whilst in a Participating Hospital)			£7,500	£10,000
Out-Patient Benefits				
Initial consultation & specialist fees including diagnostics	£500 (Relating to an in-patient admission only)	£500	£1,500 of which £500 can be spent on MRI/CT scans	£2,000 of which £500 can be spent on MRI/CT scans
Subsequent consultation & specialist fees				
Subsequent diagnostics inc MRI & CT Scans				
Physiotherapy & Complementary medicine (on a 50/50 risk share basis)				£500
Treatment for Cardiovascular conditions			✓	✓
Team additional out-patient benefit for teams of 6 or more adults			Subject to overall team limit of: £5,000 for teams of 6 to 19, £10,000 for teams of 20-49, £15,000 for teams of 50 to 99, £20,000 for teams over 100	
Maternity				
Maternity Cash Benefit			£150	£150
Dental				
Accidental Damage Cover			£1,000	£1,000
Cash Benefits				
NHS Cash Benefit	£250 per night up to a maximum of £7,500 per membership year			
Life Cash Benefit			£1,000	£1,000
Other Benefits				
Health & Wellbeing Services/Stress Counselling Helpline	✓	✓	✓	✓
24 hour GP advice line	✓	✓	✓	✓
Non UK Medical Cover			✓	✓
Home Nursing			✓	✓
Annual Overall Maximum Benefit*	£50,000	£1,000,000	£1,000,000	£1,000,000

* An overall annual limit, of £1,000,000 per person, per policy year, applies to treatment for any/all injuries, or illnesses, which occur during participation, or training for, any sport, or may be attributed to participation, or training for, any sport. For Sports Key, the limit is £50,000 per person.

✓ Full refund subject to any limits or eligibility criteria as detailed in the Certificate of Cover Policy Document Part 1 of 2 and 'the Guide to your Health Scheme' Policy Document Part 2 of 2.
Note: Unless stated otherwise, any limits shown are per membership year.

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Available Modules, Options and Upgrades

Available Options and Upgrades

The following options are available throughout the Sports range. Premiums may increase or reduce, depending to the option chosen:

Hospital Choices	First Choice, Freedom and Premium Hospital lists are available options throughout the Sports range.
Excess Options	Excess options of between £75 and £3,000 are available throughout the Sports range and can be chosen to apply once per membership year or to each claim.

The following optional upgrades to cover are available for an additional premium:

Cover for pre-existing conditions	<p>Cover for up two pre-existing conditions, chosen at outset from the following list of defined conditions:</p> <ul style="list-style-type: none"> • Acne • Arthritis • Asthma • Carpal Tunnel Syndrome • Diabetes • Crohn's Disease • Eczema • Fibrocystic Breast Disease • Glaucoma • Gastro-Oesophageal Reflux Disease • Hypertension • Ulcerative Colitis • Psoriasis • Varicose Veins <p>Cover is subject to an annual limit of £1,000 per condition, rolling up to £10,000 after 10 continuous years membership with no related claims.</p>
Channel Islands	<p>This option provides cover for residents of the Channel Islands for the services provided by the members Channel Islands G.P, including prescription costs, consultations and routine minor surgery. Cover is available for return travel costs to another Bailiwick or the UK, where medical treatment is required that is unavailable in the Bailiwick of the members residency. The cover will also provide benefit for travel and accommodation costs for parents or a qualified nurse accompanying a child for treatment. Benefit limits will be shown in the Certificate of Cover and full terms and conditions are given in 'the Guide to your Health Scheme'</p>
Worldwide Travel Cover	<p>Cover is provided up to age 74 for an unlimited number of trips each year, not exceeding 120 days duration each trip. Includes:</p> <ul style="list-style-type: none"> • Up to £5,000,000.00 for medical expenses including emergency repatriation by air ambulance. • Cover for winter sports. • Cover for possessions and for cancellation or curtailment of trips (monetary limits apply).



What Isn't Covered

Our cover has a number of exclusions and limitations that vary depending on the cover you choose and the underwriting option that applies to your cover. The exclusions and limitations on our schemes are summarised below. For full details please refer to your Certificate of Cover Policy Document Part 1 of 2 and 'the Guide to your Health Scheme' Policy Document Part 2 of 2.

Significant Limitations

- a) The services of a general practitioner or general dental practitioner.
- b) Sight testing, routine medical examinations, chiropody/podiatry.
- c) Pregnancy or childbirth including preventative care, complications, miscarriage or termination.
- d) Any dental condition not involving in-patient oro-surgical operations/procedures.
- e) Out-patient treatment, in-patient treatment or day care treatment of any psychiatric illness or disorder.
- f) Health screening, routine monitoring, allergy testing or treatment.
- g) Rehabilitation or convalescence including bed rest without active treatment.
- h) Treatment received outside the UK or Channel Islands.

Significant Exclusions

- a) Drugs, medicines, dressings, prescribed as an out-patient including mobility aids.
- b) Alcoholism or drug dependence (licit or illicit).
- c) Accident or emergency admission and/or unplanned admissions, their routine follow-up or any complications.
- d) Treatment of congenital defects or conditions which are a natural part of the ageing process.
- e) Treatment of chronic conditions.
- f) Birth control, conception, sexual problems and gender reassignment.
- g) Regular or long term renal dialysis in chronic or end stage renal failure.
- h) Any undisclosed pre-existing condition.
- i) Psychology, psychotherapy, hypnosis treatments and treatment of Attention Deficit Disorders.
- j) Suicide or treatment of self inflicted injury or injury sustained whilst participating in any form of illegal activity or under the influence of drugs or alcohol.
- k) Sleep disorders/sleep studies/sleep apnoea.
- l) HIV/AIDS and any related condition or test.
- m) Organ transplants or replacements.
- n) Treatment arising from nuclear, chemical or biological contamination, war, civil disorders or riots.
- o) Referral by, or charges for, care or treatment by a family member or anyone living or working with the covered person.

Non-UK Travel Medical General Exclusions

- a) Any trip exceeding 120 days duration.
- b) Any trip booked or commenced during convalescence following serious injury or illness.
- c) Any trip expected to involve hazardous or non-conventional holiday or manual work.
- d) Any trip made by insured persons under age 16, unless accompanied by an adult covered and aged over 18.
- e) Cover only available up to a persons 75th birthday.
- f) There is a £100 excess per claim.

Worldwide Travel Insurance Upgrade

For an additional fee per member, our Worldwide Travel Insurance can be added, to upgrade the cover for Sports members. This includes cover for winter sports and provides benefits including repatriation from any country and generous cover for possessions and for cancellation or curtailment of trips. The travel medical expense included in Worldwide Travel Insurance is an enhanced monetary amount over and above that included within Sports cover as standard.

Worldwide Travel Policy Summary

This special Worldwide Travel Insurance can only be bought in conjunction with our Private Health Insurance. The table below summarises the cover it provides:

Benefit	Cover for
Cancellation and curtailment	Up to £3,000
Personal accident	Up to £15,000
Medical expenses inc emergency repatriation by air ambulance	Up to £5,000,000
Hospital inconvenience benefit	Up to £1,500
Legal advice and expenses	Up to £15,000
Loss of money, tickets and documents	Up to £500
Loss of passport	Up to £300
Loss of luggage	Up to £1,500
Missed departure	Up to £1,000
Travel delay	Up to £3,000
Personal liability	Up to £1,000,000
Hijack	Up to £1,000
Winter sports	Max 21 days cover per year
Winter sports equipment	Up to £500
Hire of skis	Up to £300

Worldwide Travel Exclusions & Limitations

- a) Any trip exceeding 120 days duration. There is no limit to the number of trips made in any 12 month period.
- b) Any trip booked or commenced during convalescence following serious injury or illness.
- c) Any trip expected to involve hazardous or non-conventional holiday or manual work.
- d) Any trip made by insured persons under age 16, unless accompanied by an adult covered and aged over 18.
- e) Cover is only available for members up to their 75th birthday.
- f) There is a £40.00 excess for each and every claim.

Your Questions Answered

If after reading these frequently asked questions you need more information, or have any unanswered questions, please contact one of our sales advisors. We will be happy to help

What is Private Health Insurance?

The Private Health Insurance policies offered by General & Medical aim to fund private medical treatment of acute conditions. The policies will cover the costs of eligible treatment within the UK, up to the limits of your chosen cover, by our recognised consultants, medical practitioners or therapists. The benefits include cover for initial private consultations, in-patient, out-patient and day-patient investigations and treatment up to the limits of your chosen cover.

Our Private Health Insurance policies provide cover for eligible treatment at any of the Participating Hospitals within the hospital choice you make. These are 'First Choice', 'Freedom' and 'Premium'. The Participating Hospitals within any level may change from time to time.

Who provides the policy?

Where the benefits of your policy are insured, different insurers may underwrite them. For clarity we have detailed which insurers underwrite the benefits you may have, in the table below.

	Healthcare	Non-UK Medical Cover	Worldwide Travel Insurance	Life Cover	Personal Accident	Critical Illness	Temporary Disablement
General & Medical Insurance Ltd	•			•	•	•	•
Certain Underwriters at Lloyds of London		•	•				

• Underwriter

General & Medical Insurance Ltd is authorised and regulated by the Guernsey Financial Services Commission (GFSC)
 General & Medical Finance Ltd is authorised and regulated by the Financial Conduct Authority (FCA)

What is the duration of my policy?

12 months unless specified otherwise. You will be sent your renewal documents before your scheme continues for another year. You should review the renewal documents to make sure the cover and policy remains suitable for your needs. Worldwide Travel policies run, renew and end with your Private Health Insurance policy but can be cancelled separately at renewal.

How can I pay my premium?

You have a choice of payment method

- Monthly by direct debit which is secure and an easy way to spread the cost over the year
- Annually by direct debit, debit/credit card, BACS or cheque

Does it cost more to pay monthly?

No. Unlike some other insurance companies General & Medical do not charge their clients extra, or any form of interest, to pay their premiums month ly. This is one more reason to choose General & Medical.

Are there any age limits?

You may join a General & Medical scheme as an individual from the age of 16 up to your 75th birthday. Once covered there is no upper age limit.

Children under the age of 16 must be added to an adults policy. Children are classed as a child up to their 21st birthday, or their 26th birthday if they remain in full time education. Proof of full time education must be provided.

Will my premium go up at renewal?

We review your premiums annually to reflect the overall cost of claims and medical inflation. Our schemes are priced using age bands, reflecting that people are more likely to claim as they get older. This means that you could see an age-related increase in your premium in addition to our general review.

Your premium can be influenced by other factors such as the availability of new treatments, medical technologies and any claims made on your scheme.

How do I make a claim on my Private Health Insurance policy?

You should contact your Health & Care Support Specialist before you see your consultant so that we can confirm your cover. Your Health & Care Support Specialist will be able to guide you through the process of claiming and let you know what is and is not covered. The full claims procedure is detailed in 'the Guide to your Health Scheme'.

How do I make a claim on my Non-UK Travel Medical Policy?

To make a claim for emergency medical treatment whilst outside the UK please use the telephone numbers provided within your Certificate of Cover.

How do I make a claim on my Worldwide Travel Policy?

To make a claim for emergency medical treatment whilst outside the UK please use the telephone numbers provided within your Certificate of Cover. To make a claim on this insurance for any section other than emergency medical treatment whilst outside the UK, please contact us immediately on your return to the UK. A claim form will be sent to you for completion and return.

Can I cancel my policy?

You may cancel your policy by telephoning us, by email or in writing (see contact us for details).

You may cancel your policy during the 14 day cooling off period. This period commences on the day your cover starts or when you receive your policy documentation, whichever is the later. We will refund any premium paid at the date of cancellation, providing you have not used any of the services available on your cover and no claims have been made.

If you decide to cancel your cover before your renewal date and outside of the cooling off period, providing you have not used any of the services available on your cover or attempted to make any claims you can do this by giving us at least 30 days notice before the date on which you want your cover to cease. If you have incurred any claims costs, attempted to make a claim, used any of the services provided by your cover, or an incident has occurred which has led to a claim, or may yet lead to a claim against your policy, we will require you to pay any remaining unpaid balance of the full annual premium as shown on your most recent Certificate of Cover document. You will receive written confirmation from us that your cover has ceased and your cover will not continue beyond your cancellation date.

If you wish to cancel your cover at your renewal date you should tell us as soon as possible before your renewal date. Your cover will cease the day immediately prior to your policy renewal date. A 14 day cooling off period also applies at renewal, commencement of which is from your renewal date.

Reasonable and Customary Charges

We look to contain claims costs wherever possible, to minimize the impact on your premiums. Medical diagnostics, technology and equipment are becoming more advanced day by day, and so more claims are being made each year. We aim to manage the costs arising from these claims according to a frequently reviewed fee schedule. We believe this schedule reflects reasonable and customary rates of remuneration for the procedures listed. The schedule shows the maximum amount payable towards each procedure. These fee schedules are issued to all affiliated medical specialists.

What do I do if I have a complaint?

To avoid misunderstandings, you must read the information supplied when taking out your cover. If you are unsure about any aspect of cover, you should contact your personal Health & Care Support Specialist. We're here to help. We are committed to providing a high level of service to all our clients but occasionally things can go wrong. If this happens, we will do what we can to put things right.

Complaints Procedure

If you have any questions or concerns about your policy, our service or the handling of a claim you should, in the first instance, telephone or email our Health & Care Support department. We will aim to address any concerns over the telephone within 24 hours and acknowledge this in writing within 72 hours.

Tel: 0800 970 9442 / 01733 233200 Email: info@generalandmedical.com

If you remain dissatisfied and wish to make a written complaint please send it to:

The Healthcare Services Manager, General & Medical House, Napier Place, Peterborough, PE2 6XN.

Should your complaint relate to the administration or sale of your policy, we will acknowledge receipt of your complaint and will respond directly to you.

Should your complaint relate to policy coverage or a claims decision, we will acknowledge receipt of your complaint and tell you which underwriter will be dealing with your complaint and when you can expect to receive a further response.

Complaints relating to the sale or administration of your policy

We will send you a written acknowledgement of your complaint within 2 working days and we will aim to resolve your complaint within 2 weeks. If your complaint is not resolved to your satisfaction within that time we will write to you again with the next steps we will be taking to resolve it.

If after 8 weeks of making your complaint we have still not given you our final response we will write to you giving the reason for the delay and an indication of when we expect to be able to give you our final response. In any event, if after 8 weeks your complaint has not been resolved to your satisfaction, or we have not given you our final response, you may ask the Financial Ombudsman Service to review your case. Please contact the following, quoting 'General & Medical Finance Ltd' and your policy number:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

Tel: 0800 023 4567 / 0300 123 9123 Email: complaint.info@financial-ombudsman.org.uk

Complaints relating to Healthcare cover & related benefits

We will inform the underwriter with full details of your complaint and they will aim to resolve your complaint. If your complaint is not resolved to your satisfaction, the underwriters will write to you to advise you of their final response.

If after 8 weeks of making your complaint the underwriters have still not given you their final response they will write to you giving the reason for the delay and an indication of when they expect to be able to give you their final response. In any event, if after 8 weeks your complaint has not been resolved to your satisfaction, or the underwriters have not given you their final response, you may then refer it to:

The Channel Islands Financial Ombudsman (CIFO), PO Box 114, Jersey, Channel Islands, JE4 9QG.

Tel: 01534 748 610 Email: complaints@ci-fo.org

Please note: Issues relating to administration and sales provided by General & Medical Finance Ltd and benefits covered by Underwriters at Lloyds of London, benefit from the Financial Ombudsman Service (FOS). Issues relating to cover provided by General & Medical Insurance Ltd, benefit from the Channel Islands Financial Ombudsman Service (CIFO).

The Financial Services Compensation Scheme

The Financial Services Compensation Scheme (FSCS) covers Lloyd's insurers. You may be entitled to compensation from the scheme if a Lloyd's insurer is unable to meet its obligations under this contract. If you were entitled to compensation under the scheme, the level and extent of the compensation would depend on the nature of this contract. Further information is available from:

Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY.

Telephone: 0800 678 1100 / 0207 741 4100 Website: www.fscs.org.uk

Benefits insured by General & Medical Insurance Ltd are not covered by the Financial Services Compensation Scheme (FSCS).

Underwriting Options

Our schemes are designed to cover new and unexpected medical conditions. We offer a choice of underwriting options as described below. Please take your time to read about the options as this is important information you will need to know.

Full Medical Underwriting

This means we ask medical declaration questions about past health. Any pre-existing conditions and related conditions will be excluded unless we agree to accept them. These exclusions will be shown on your Certificate of Cover.

Moratorium

For Moratorium underwriting, we do not need a medical declaration completed. Instead, we will not cover treatment of any pre-existing condition or any related conditions if there have been symptoms (even if a medical opinion has not been sought), medication, treatment, diagnostic tests or advice relating to that condition or any related condition in the 60 month period prior to the member joining the scheme.

However, we may agree to cover a pre-existing condition or related condition providing the condition or any related condition does not remain present, including in remission and only if there have been no symptoms, medication, diagnostic tests, treatment or advice for such conditions during a continuous 24 month period after joining the scheme.

Continued Moratorium

You can apply on this basis if you are transferring from an existing scheme, which is underwritten on a Moratorium basis. We apply our Moratorium conditions as above with effect from the commencement date of the scheme from which you are transferring.

Continued Personal Medical Exclusions

You can apply on this basis if you are transferring from an existing fully medically underwritten insurance scheme. We will apply the same personal medical exclusions to your cover with us that were applied to your previous scheme.

Medical History Disregarded

Means that any pre-existing medical conditions will be covered providing they fall within the terms and conditions of the policy. Underwriting conditions apply. Details are available in the application form.

Continued Underwriting Options

For all continued underwriting options proof of previous insured terms will be required and you may need to state whether anyone on the scheme has suffered from cancer, heart, psychiatric or orthopaedic joint conditions in the past, depending on the size of the scheme as additional terms may apply.

Medical Records

A copy of your medical history or a medical report may be requested at the start of any claim. Failure to provide the medical history of the claimant could result in the claim and any future claims being declined.

Distribution of Information to Family Members

The Policyholder must distribute to each family member on joining the scheme, the member letters (including any inserts) summarising the scheme, his/her policy schedule (if applicable) and any subsequent member literature we send to the Policyholder, without delay.

Risk Categories for Different Sports

These pages show you how we rate the risk associated with your chosen sport. Whichever of our Sports covers you choose, the sport you participate in will affect your premiums. If you cannot find your sport in this listing please contact our Sports Cover team on 0800 980 4601 or 01733 362872.

Sport - Category 1
Aerobics
Angling
Archery
Archery Tag
Athletics
Badminton
Baseball
Basketball
Biking (not mountain biking)
Boccia
Body Boarding
Bowls
Canoeing (up to grade 3)
Circuit Training
Cricket
Croquet
Cross Country Skiing
CrossFit
Curling
Cycling (non competition cycling)
Darts
Dodge Ball
Dragon Boat Racing
Fell Running
Fell Walking
Fencing
Fishing (angling)
Fitness Training
Fives
Floorball
Flow Riding
Football (Soccer) Non-League
Footgolf
Golf
Gym Work (not power lifting)
Handball
High Diving
Highland Games
Hiking
Hill Walking
Indoor Cricket
Jogging
Kayaking (up to grade 3/sea)
Keep Fit Training
Kettlebell Lifting

Kite Flying (traction)
Kite Flying (traditional)
Korfball
Linesmen (for any team sport listed)
Netball
Officials (for any team sport listed)
Orienteering
Outrigger Canoeing (up to grade 3)
Pickleball
Pilates
Pole Vault
Pool
Quoits
Rackleton
Racquet Ball
Rafting (up to grade 3)
Rambling
Referee
Road Running
Rogaining
Roller Blading
Roller Skating
Rounders
Rowing
Running
Sailing (inside 12m limit)
Snooker
Snorkeling
Softball
Spear Fishing
Squash
Stair Climbing
Stoolball
Surfing
Swimming
Table Tennis
Ten Pin Bowling
Tennis
Trail Running (up to 25 miles)
Trail Walking
Trekking
Tug Of War
Volleyball
Walking
Weight Training
Wheelchair Basketball

Wheelchair Bowls
Wheelchair Curling
Windsurfing (inside 12m limit)
Yoga
Sport - Category 2
Acrobatics
Airsoft (similar to paintball)
Artistic Skating
Ballet
Ballooning
Ballroom Dancing
Bicycle Polo
Boating (within 12m limit)
Bouldering
Bubble Football
Canoe Polo
Canoeing (grade 4 & 5)
Clay Pigeon Shooting
Climbing (with ropes &/or guides or bolted)
Dance
Dinghy Sailing (within 12m limit)
Dry Slope Skiing (excluding competitions, events or race training)
Fat Biking (not trails, excluding competitions)
Fin Swimming
Flag American Football
Football (Soccer) Conference
Football (Soccer) Including 5 a Side
Football (Soccer) Non-League - Scotland
Football (Soccer) Non-League - Wales
Football (Soccer) Premier League - Wales
Football (Soccer) Third Division - Scotland
Football Tours
Futsal
Gorge Walking
Gymnastics
Half Marathon Running
Historical Fencing
Hockey
Horse Riding (not competition)
Ice Skating
Indoor Artificial Snow Skiing (excluding competitions, events or race training)
Indoor Climbing
In-line Skating
Jousting
Judo

Karate (below brown belt)
Kayaking (grade 4 & 5)
Kendo
Kite Buggy (single seat)
Kite Surfing
Kitewing Usage
Lacrosse
Land Yachting (single seat)
Majorettes (including baton twirling)
Marathon Running
Mono Skiing
Mountain Biking (non competitive)
Octopush (underwater hockey)
Outrigger Canoeing (grade 4 & 5)
Paddle Boarding (standing up)
Paintball
Parascending
Pheasant Shooting
Pistol Shooting at Targets
Pony Trekking
Quidditch
Rafting (grade 4 & 5)
Rifle Shooting
Rock Climbing (not mountaineering)
Rollball
Roller Hockey
Sailing (outside 12m limit)
Sand Yachting (single seat)
Skateboarding
Sports Climbing
Surf Kayaking
Surf Boat Rowing
Surfskiing
Telemark Skiing
Tobogganing
Touch Rugby
Tough Guy
Trekking Peaks
Triathlon (not Ironman)
Wakeboarding
Walking Football
Water Polo
Water Skiing
Wheelchair Rugby
Zumba

Sport - Category 3

American Football
American Wrestling
Aquathlon - long course (2000m swim, 10km run)
Aquathlon - standard distance
BMX Freestyle
BMX Racing
Bobsleigh
Boxing
Camogie
Canoeing (above grade 5)
Canyoning
Caving

Climbing (cliff/ice)
Cross Triathlon (1.5km swim, 20-30km cross country mountain biking, 6-10km hill running)
Dirt Surfer
Downhill Mountain Biking
Duathlon (over 190 km total distance)
Duathlon (up to 190 km total distance)
Duathlon (standard distance/Olympic distance)
Fat Biking (including downhill & competitions)
Football (Soccer) First Division - Scotland
Football (Soccer) League 1
Football (Soccer) League 2
Football (Soccer) Second Division - Scotland
Free Diving
Gaelic Football
Horse Riding (competition)
Horseback Archery
Horseback Mounted Skill at Arms
Horseball
Hunting (on horseback)
Hurling
Ice Climbing
Ice Hockey
Karate (brown belt and above)
Kayaking (above grade 5)
Kick Boxing
Kite Landboarding
Krav Maga
Land Surfing
Long Course Triathlon
Longboarding (non-competitive, excluding competitions/races)
Luge (does not include the Cresta Run)
Martial Arts - Aiki Jujitsu
Martial Arts - Aikido
Martial Arts - Bagua
Martial Arts - Brazilian Jiu-Jitsu
Martial Arts - Bujutsu
Martial Arts - Capoeira
Martial Arts - Choy Lee Fut
Martial Arts - Hapkido
Martial Arts - Iaido
Martial Arts - Jeet Kune Do
Martial Arts - Jujutsu
Martial Arts - Kempo
Martial Arts - Koroken Karate
Martial Arts - Kyudo
Martial Arts - Ninjutsu
Martial Arts - Praying Mantis
Martial Arts - Qi Gong
Martial Arts - Sambo
Martial Arts - San Soo Kung Fu
Martial Arts - Shindo Junen Ryu
Martial Arts - Shotokan
Martial Arts - Taekwondo
Martial Arts - Tai Chi Chaun
Martial Arts - Wing Chun
Martial Arts - Wing Tsun
Martial Arts - Wushu
Mixed Martial Arts

Modern Pentathlon
Mountain Biking (competition)
Mountain Boarding
Mountain Climbing
Mountaineering (with ropes &/or guides)
Old Mine Exploration
Outrigger Canoeing (above grade 5)
Polo
Polocrosse
Pony Mounted Games
Potholing
Power lifting
Quad Bike Riding (under 250cc)
Quadathlon (sprint distance)
Rafting (above grade 5)
Ranch Activities
Roller Derby
Rugby League (amateur)
Rugby Union (amateur)
Saddlechariots
Short Track Speedskating
Skeleton Luge
Ski Bobbing
Snow Blading
Snow Boarding (includes off-piste)
Snow Shoeing
Strongman
Thai Boxing
Trampolining
Wrestling

Sport - Category 4

Cycling (amateur competition)
Cycling (professional)
Downhill Skiing (includes off-piste)
Football (Soccer) Championship
Football (Soccer) Premiership
Football (Soccer) Premiership - Scotland
Football (Soccer) International Players
Hang Gliding
Parachuting
Paragliding
Powerbocking
Rugby League (international players)
Rugby League (semi-pro/pro)
Rugby Union (international players)
Rugby Union (semi-pro/pro)
Scuba Diving
Ski Acrobatics
Ski Jumping
Ski Racing
Ski Randonee
Ski Stunting
Ski Touring
Skiing - Alpine (includes off-piste)
Skiing - Downhill (includes off-piste)
Skydiving
Street Luge
Sub Aqua (scuba diving)

Service Levels- our service promise

This service promise outlines the minimum level of service General & Medical clients should expect to receive.

Customer Service

On joining a General & Medical Healthcare scheme you will be assigned a named Health & Care Support Specialist. All of our Health & Care Support Specialists have to undergo comprehensive training in medical claims handling. Your Health & Care Support Specialist will provide ongoing personal assistance, with any aspect of membership.

Communication & Documentation

Confirmation of cover will be provided within 2 working days of acceptance of quote.

Full policy documentation will be sent within 7 working days of receipt of all correctly completed paperwork.

Written correspondence will be acknowledged within 2 working days of receipt.

Renewal details will be issued at least 21 days before the expiry date of the cover.

Claims Management

Claim forms will be dispatched the same working day if they are requested before 2:30pm. When a claim is finalised, a payment will be issued to the provider of medical services at the end of the relevant month. When a member has paid a provider direct, a payment will be issued as reimbursement, within 5 working days of us receiving the relevant invoices from the member.

If for reasons within our control, we fail to comply with this timescale we will compensate our client at an annualised rate of 1% gross over bank base rate for the amount of the authorised reimbursement for every day's delay over our standard terms.

Client Satisfaction

Client satisfaction is vital to us, so we continually review client satisfaction against:

- Speed and quality of communication.
- Level of and geographical convenience of medical facilities.
- Effectiveness of personnel dedicated to claims assistance.

How to Contact Us

If you would like to know more or you would like a quote and application form

Please call us on **0800 980 4601** or **01733 362872**

You can email us at sales@generalandmedical.com

Write to us at
General & Medical Healthcare
General & Medical House
Napier Place
Peterborough
PE2 6XN

Visit us online at www.generalandmedical.com



Contact Us:

Tel: 0800 980 4601

Email: sales@generalandmedical.com

Website: www.sportsinsurance4u.com

General & Medical Healthcare

General & Medical House, Napier Place, Peterborough, PE2 6XN

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