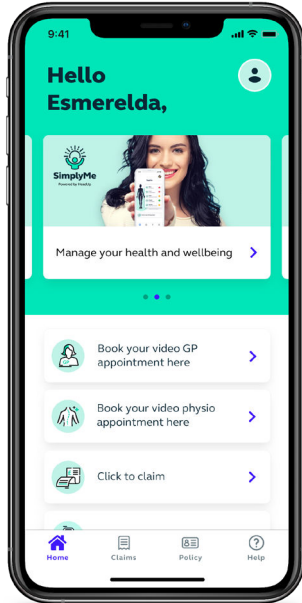


Simplyhealth App and Portal Journey



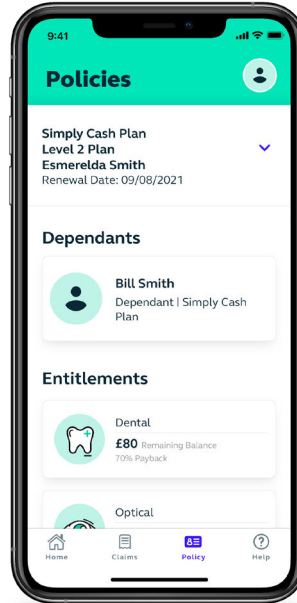
Accessing your policy via the Simplyhealth app



Home page

Post log in, customers see a carousel and list of buttons. The list contains:

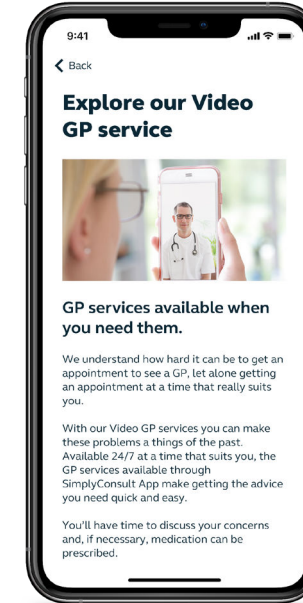
- Book a video GP appointment (link to SimplyConsult)
- Book a video physio appointment (link to SimplyConsult)
- Make a claim
- View policy & benefits
- 24/7 advice and counselling (link to webpage)
- My documents (T&Cs, IPID, Table of cover, Summary of cover, Member certificate)



Policies

Customers can browse their own and their dependant's policies. Within this, they can:

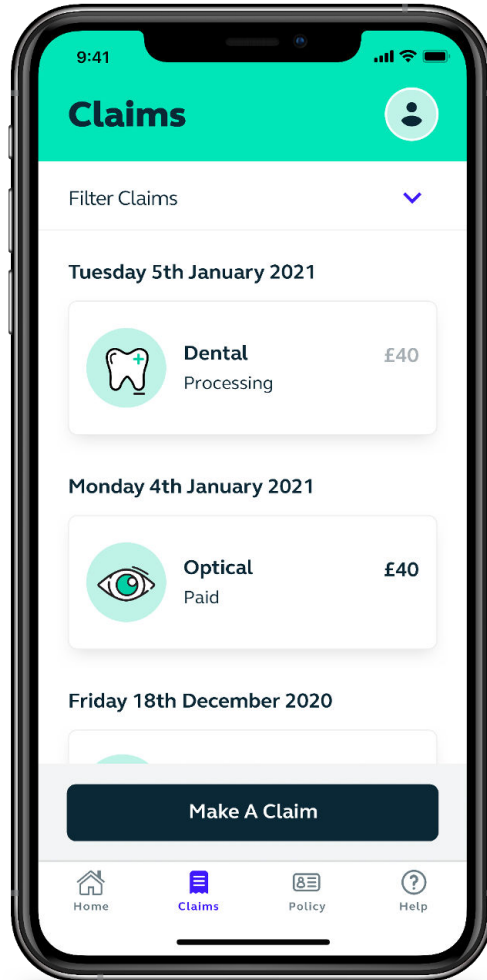
- See their benefits
- View the remaining balance for each benefit for the current year
- View the percentage payback for the benefit
- See a history of claims linked to a particular benefit



Articles

Any article in the carousel details more information on the benefits and how to access them, including links to other Simplyhealth apps or web pages where applicable.

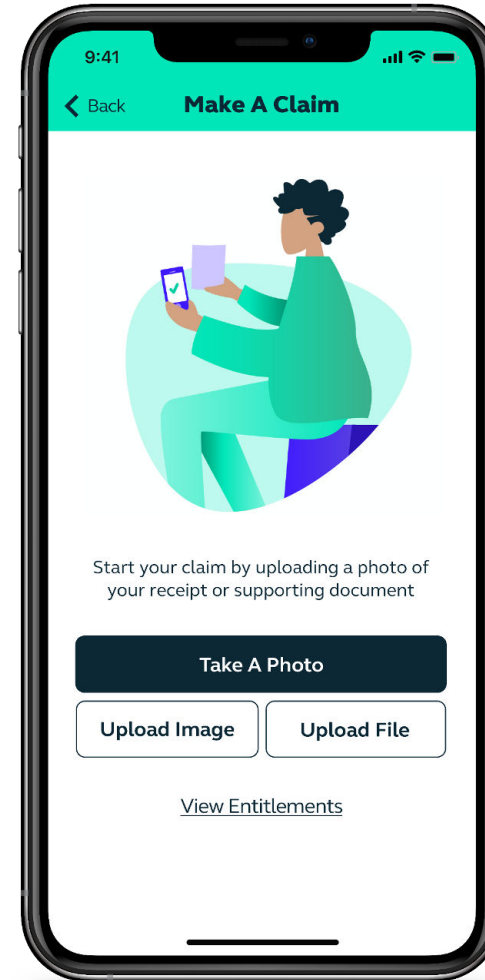
Accessing your policy via the Simplyhealth app



Claims

Customers can view their history of claims in chronological order and see their status. These can be filtered based on:

- Policy
- Member
- Benefit
- Treatment date
- Claim status

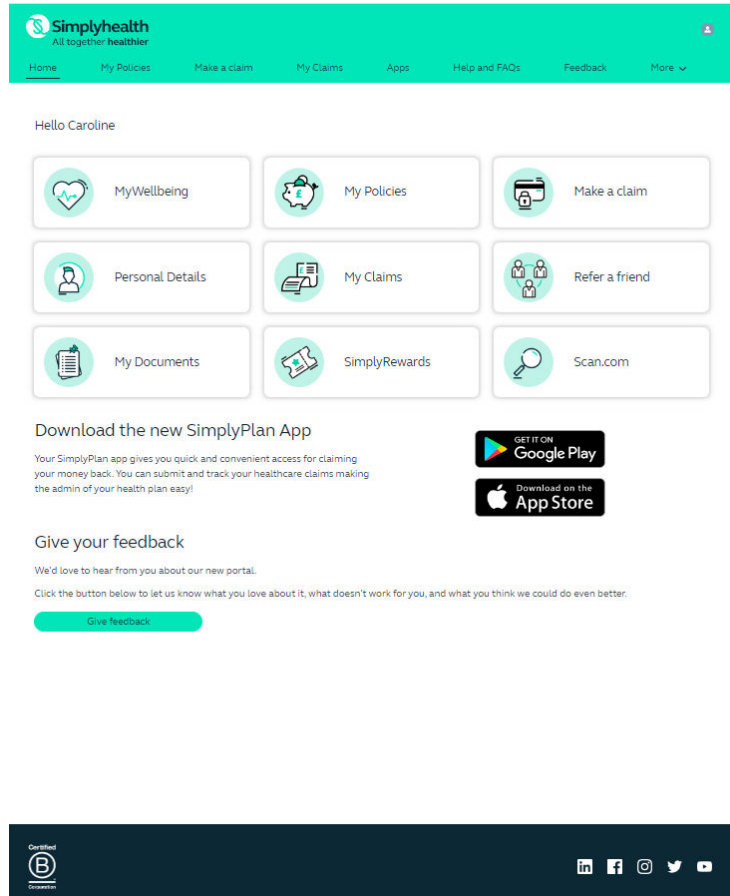


Make a claim

Customers can claim in a few short steps. This involves:

- Agreeing to the claim declaration
- Taking a photo within the app or uploading a picture of the receipt
- Add details of the claim, i.e., Treatment date, policy, claimant, treatment, treatment price, practitioner
- Confirming the account, the money will be paid into

Accessing your policy via the Customer Portal

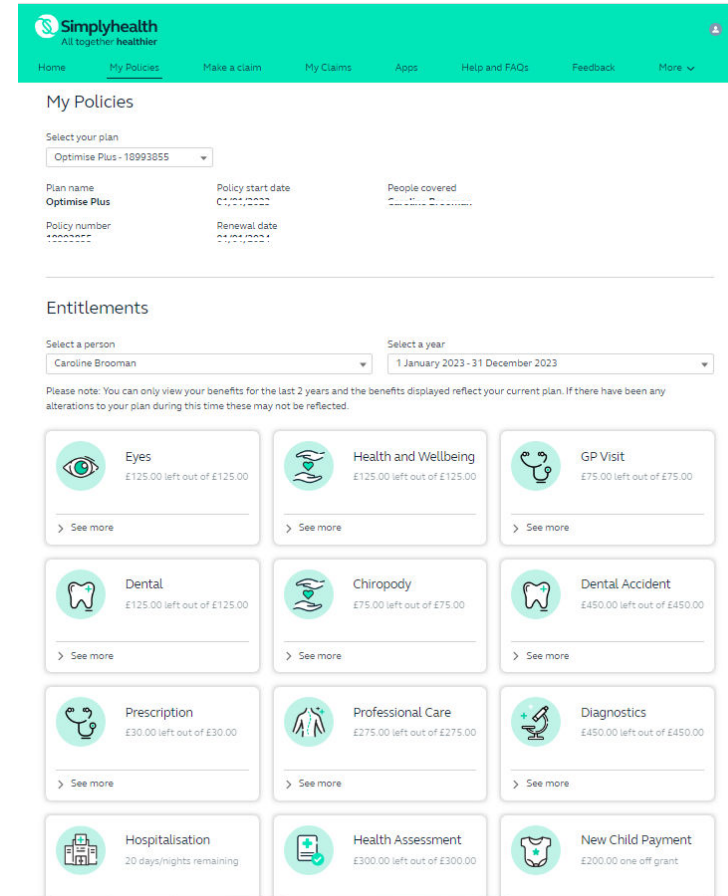


Home Page

Post log in, customers see a list of buttons. The list contains:

- My Wellbeing (link to webpage)
- Personal details
- My Documents
- My Policies
- My Claims
- SimplyRewards (link to webpage)
- Make a Claim
- Refer a friend (link to form)
- Scan.com (link to webpage)

There are also calls to action to download our apps and share feedback with Simplyhealth.



My Policies

Customers can browse their own and their dependant's policies. Within this, they can:

- see their benefits
- view the remaining balance for each benefit for the current year
- View the percentage payback for the benefit
- See a history of claims linked to a particular benefit and their status

Accessing your policy via the Customer Portal

My claims

Select your plan
Optimise Plus - 18993055

Plan name
Optimise Plus

Policy start date
12 December 2022

People covered
Caroline Brooman

Policy number
18993055

Renewal date
12 December 2022

Select a person
All

Select a year
All

Select treatment
All

Clear all

Please note that payments may take up to three working days to reach your account once they have been approved.

Diagnostic Scans

Claim status
Claim submitted Additional information Awaiting assessment Approved

We need additional information to progress your claim

Upload information

Treatment date	Date received	Amount claimed	Total amount paid
12 December 2022	12 December 2022	£390.00	£0.00

See less

Claimant
Caroline Brooman

Additional claim information
More information required

Additional comments
We are currently unable to process your claim as the receipt submitted does not give us all the information we need. In order to claim we require you to submit your post-scan receipt, that should be provided to you after the completion of your scan. Please provide this by using the upload information button and then your claim can be reassessed.

Eyes

Claim status
Claim submitted Awaiting assessment Approved

Your claim has been approved! Your funds will be with you within 3 working days

Treatment date	Date received	Amount claimed	Total amount paid
28 June 2022	29 June 2022	£69.00	£69.00

See less

My claims

Customers can view their history of claims in chronological order and see their status. These can be filtered based on:

- Policy
- Member
- Benefit

Make a claim

Start your claim by uploading a photo of your receipt or supporting document. Please select .jpg, .jpeg, .jiff, .png or .pdf files. Maximum size of each file 7MB. Maximum of 5 images. Please note we do not accept credit or debit card receipts. Please note if you use the browser's back button you will navigate away from making a claim.

Upload Files Or drop files

To continue please upload receipt.

> Claiming for multiple treatments?

Back

Make a claim

Customers can claim in a few short steps. This involves:

- Agreeing to the claim declaration
- Taking a photo within the app or uploading a picture of the receipt
- Add details of the claim i.e., Treatment date, policy, claimant, treatment, treatment price, practitioner
- Confirming the account, the money will be paid into

Accessing your policy via the Customer Portal

The screenshot shows the 'Bank and Payment Details' section of the Simplyhealth Customer Portal. The header includes the Simplyhealth logo and navigation links: Home, My Policies, Make a claim, My Claims, Apps, Help and FAQs, Feedback, and More. Below the header, there are links to change personal details and security details. A 'Select your plan' dropdown menu is set to 'Optimise Plus - 18993855'. Below this, a table displays plan details: Plan name (Optimise Plus), Policy start date (01/01/2021), People covered (2), Policy number (18993855), and Renewal date (01/01/2021). The 'Claims payment' section shows the payment method as 'Direct Credit'. The 'Bank Details' section displays the sort code (****), account number (*****), and account name (****). A 'Change Bank Details' button is present. At the bottom, there is a 'Contact us' section with a link to find out about contact options and a 'Contact us' button. The footer includes the Certified B Corporation logo and social media icons for LinkedIn, Facebook, Instagram, Twitter, and YouTube.

Bank and Payment Details

Customers can view and update their bank details, personal details and security settings.

Customers can also register a bereavement through the portal.

The screenshot shows the 'Policy Documents' section of the Simplyhealth Customer Portal. The header is identical to the previous screenshot. Below the header, there is a 'Select your plan' dropdown menu set to 'Optimise Plus - 18993855'. Below this, a table displays plan details: Plan name (Optimise Plus), Policy start date (01/01/2021), People covered (2), Policy number (18993855), and Renewal date (01/01/2021). The 'Policy Documents' section features a table with the following data:

Document Name	Date Created	Format	
IPID	n/a	PDF	View
Membership Certificate	26/08/2018	PDF	View
Summary of Cover	26/08/2018	PDF	View
Table of Cover	n/a	PDF	View
Terms and Conditions	n/a	PDF	View

The footer includes the Certified B Corporation logo and social media icons for LinkedIn, Facebook, Instagram, Twitter, and YouTube.

Policy Documents

Customers can view their documents:

- T&Cs
- IPID
- Table of cover
- Summary of cover
- Member certificate