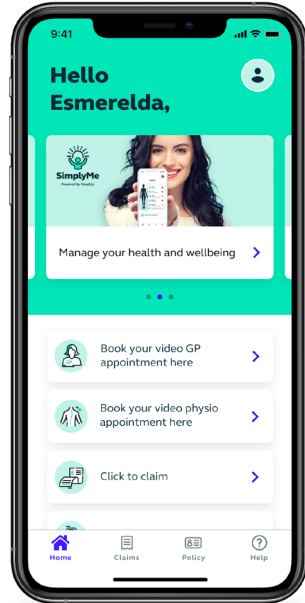


Simplyhealth App and Portal Journey



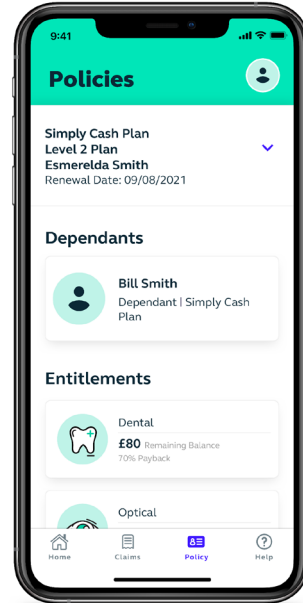
Accessing your policy via the Simplyhealth app



Home page

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

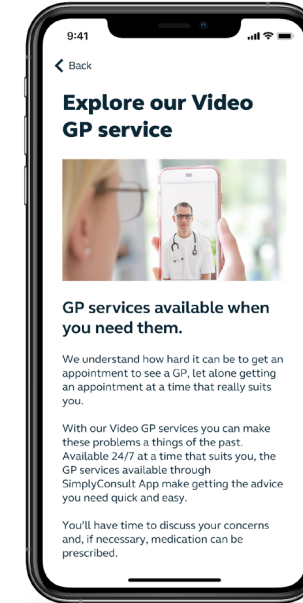
- Book a video GP appointment (link to SimplyConsult)
- Book a video physio appointment (link to SimplyConsult)
- Make a claim
- View policy & benefits
- 24/7 advice and counselling (link to webpage)
- My documents (T&Cs, IPID, Table of cover, Summary of cover, Member certificate)



Policies

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

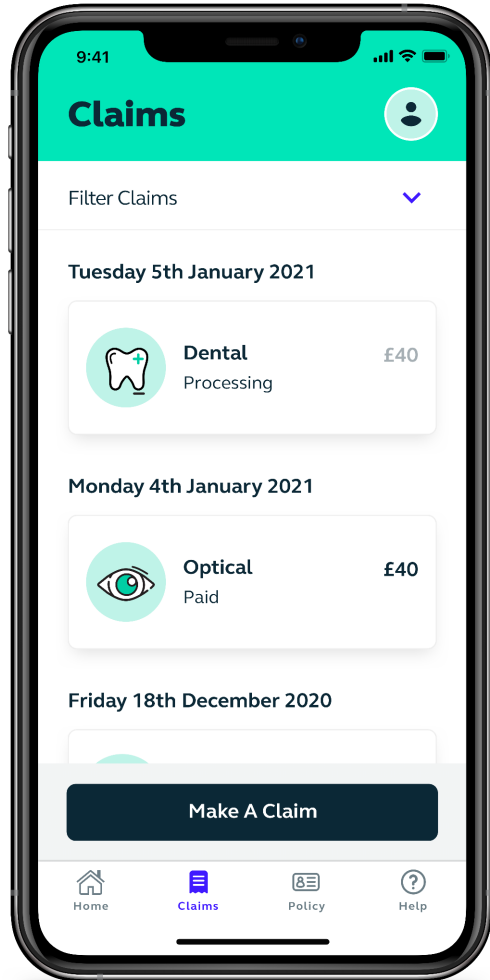
- See their benefits
- View the remaining balance for each benefit for the current year
- View the percentage payback for the benefit
- See a history of claims linked to a particular benefit



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.

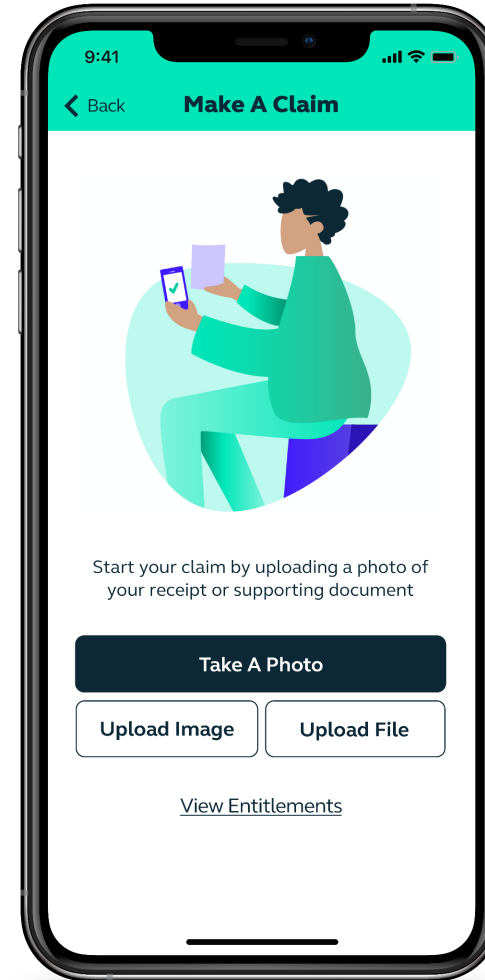
Accessing your policy via the Simplyhealth app



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

The screenshot shows the home page of the Simplyhealth Customer Portal. At the top, there is a navigation bar with the Simplyhealth logo and the tagline "All together healthier". Below the navigation bar, the user is greeted with "Hello Caroline". The main content area features a grid of nine action buttons: MyWellbeing, My Policies, Make a claim, Personal Details, My Claims, Refer a friend, My Documents, SimplyRewards, and Scan.com. Below this grid, there is a section for downloading the new SimplyPlan App, with links to the Google Play and App Store. At the bottom, there is a "Give your feedback" section with a "Give feedback" button. The footer includes a "Certified" logo and social media icons for LinkedIn, Facebook, Instagram, Twitter, and YouTube.

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.

The screenshot shows the "My Policies" page of the Simplyhealth Customer Portal. At the top, there is a navigation bar with the Simplyhealth logo and the tagline "All together healthier". Below the navigation bar, the user is greeted with "Hello Caroline". The main content area features a "My Policies" section with a dropdown menu for "Select your plan" (Optimise Plus - 18993855). Below this, there is a table with columns for Plan name, Policy start date, and People covered. The table shows the following information:

Plan name	Policy start date	People covered
Optimise Plus	01/01/2023	Caroline Brooman

Below the table, there is a section for "Entitlements" with a dropdown menu for "Select a person" (Caroline Brooman) and a dropdown menu for "Select a year" (1 January 2023 - 31 December 2023). Below this, there is a "Please note" section. The main content area features a grid of 12 entitlement cards, each with an icon, a title, and a remaining balance:

- Eyes: £125.00 left out of £125.00
- Health and Wellbeing: £125.00 left out of £125.00
- GP Visit: £75.00 left out of £75.00
- Dental: £125.00 left out of £125.00
- Chiroprody: £75.00 left out of £75.00
- Dental Accident: £450.00 left out of £450.00
- Prescription: £30.00 left out of £30.00
- Professional Care: £275.00 left out of £275.00
- Diagnostics: £450.00 left out of £450.00
- Hospitalisation: 20 days/nights remaining
- Health Assessment: £300.00 left out of £300.00
- New Child Payment: £200.00 one off grant

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 - 18993855

Plan name
Optimise Plus

Policy start date
12/12/2022

People covered
Caroline Brooman

Policy number

Renewal date
12/12/2022

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' page. At the top, there's a navigation bar with 'Home', 'My Policies', 'Make a claim', 'My Claims', 'Apps', 'Help and FAQs', 'Feedback', and 'More'. Below the navigation, there are links for changing personal and security details. A dropdown menu shows 'Optimise Plus - 18993855'. Below this, a table displays policy details: Plan name (Optimise Plus), Policy start date (25/08/2018), People covered (Gustine Freeman), Policy number (18002855), and Renewal date (25/08/2021). There are sections for 'Claims payment' (Direct Credit) and 'Bank Details' (Sort code, Account Number, Account Name) with a 'Change Bank Details' button. At the bottom, there's a 'Contact us' section with a 'Contact us' button.

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' page. It features a 'Select your plan' dropdown menu set to 'Optimise Plus - 18993855'. Below this, a table displays policy details: Plan name (Optimise Plus), Policy start date (25/08/2018), People covered (Gustine Freeman), Policy number (18002855), and Renewal date (25/08/2021). The main section is a table titled 'Policy Documents' with columns for Document Name, Date Created, Format, and a 'View' button. The table lists: IPID (n/a, PDF), Membership Certificate (26/08/2018, PDF), Summary of Cover (26/08/2018, PDF), Table of Cover (n/a, PDF), and Terms and Conditions (n/a, PDF).

Policy Documents

Customers can view their documents:

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