

Private Diagnostics

Fast results from some of the UK's top
medical experts



Insured by AXIS Specialty London. The support and services are provided by Trustedoctor, a sister company of Further Underwriting International SLU

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When faced with a potentially serious health problem, it's natural to want answers and reassurance from the experts as quickly as possible.

Private Diagnostics service fulfils that need by giving your clients fast access to private virtual consultations with specialists and in-person diagnostic testing. It helps your client get their initial diagnosis process started for cancer, cardiac or neurosurgical referrals, with results in a matter of weeks.

Add to life insurance, critical illness, income protection or rental protection policies

**£4.50
a month**

How your clients may benefit

- Quick and easy access to diagnostic testing for cancer, cardiac or neurosurgical referrals.
- Results in a matter of weeks from the day of referral.
- Appointments are scheduled and managed through Trustedoctor's digital dashboard.
- Support is provided by the Trustedoctor Customer Care Team who are there to help your client navigate their referral, including choosing a specialist, diagnostic test centres and scheduling appointments.
- Virtual consultations gives your clients the freedom to speak to some of the UK's top specialists from the comfort of their own home.
- Covers a wide range of investigative tests including blood tests, MRI scans, CT scans, X-rays, Ultrasound scans and more.
- Nationwide coverage of private diagnostic centres in and around the UK's major cities.
- If treatment or further investigation is needed, your client will be referred back to the NHS or to their private healthcare provider.
- Covers the following invasive diagnostic tests; biopsy, endoscopy and blood tests.

How Private Diagnostics works

Results are given within a matter of weeks from referral, subject to availability. Your client can start using this service right away once they are referred to see an oncologist, cardiologist or neurosurgeon. Then your client can take the following steps:

-  1. Upload GP or physician's referral letter to their Trusteddoctor profile.
-  2. Arrange virtual consultation with their chosen specialist.
-  3. Schedule the appropriate and recommended tests at their preferred diagnostic centre.
-  4. Discuss results and next steps with specialist in follow-up consultation.
-  5. Referred back to NHS or their private healthcare provider for treatment or further investigation if needed.

As this is a digitally managed product, your client will need to provide an email address to Trusteddoctor, and be happy to interact online.

Good to know

- Costs an additional £4.50 per policy, per month.
- Service available to the life insured and their children up to the age of 22.
- Separate purchase required for second joint policyholder.
- Client can claim up to 3 consultations per investigation, and up to 4 if a biopsy is needed.
- This service is to help obtain a primary diagnosis or to understand whether further investigation is required
- Private Diagnostics can only be purchased at point of sale. Once cancelled, it cannot be added to the policy again.
- Private Diagnostics can only be added to one policy

Annual product renewals

Every 12 months we will write to your client in advance, to let them know their policy is up for renewal and if there is any change to the price.

When your client takes out the policy, it will default to an automatic renewal. However, they can choose not to automatically renew.

For clients continuing with automatic renewals, we'll write to them letting them know we're renewing their Private Diagnostics unless they instruct us not to.

For clients who choose not to automatically renew, we'll write to them asking if they want to keep Private Diagnostics, and we will remove it from their core product if they do not reply.

What isn't covered

- The cost of any virtual consultation or diagnostic tests that have not been arranged and authorised through the Trusteddoctor platform.
- The cost of any expenses for

accommodation, travel or taking time off work to attend the virtual consultation or diagnostic test appointment.

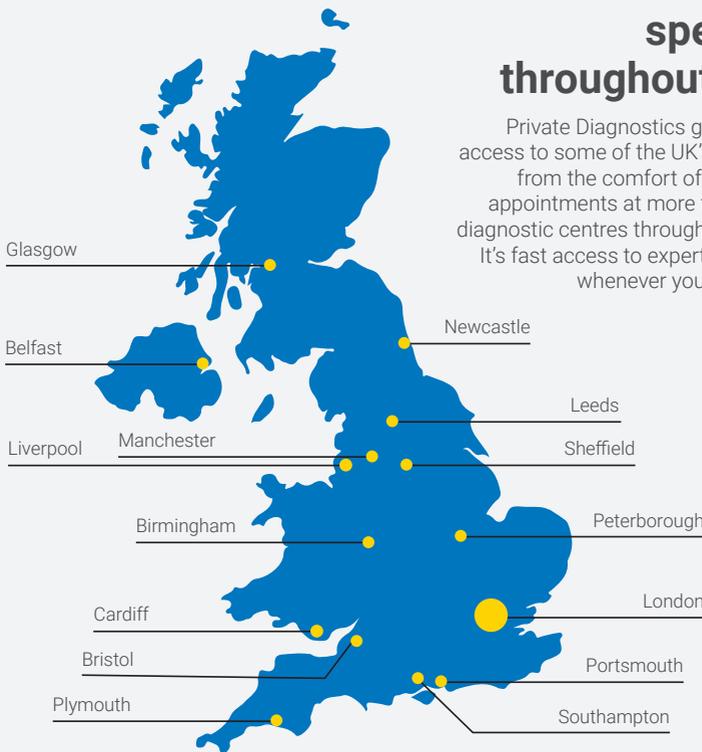
- Any symptoms that began before the start date of the policy, and for your child any symptoms related to conditions where your client was aware of an increased risk of diagnosis before the policy start date.

Helping your clients take control of their health

Private Diagnostics combines virtual appointments with face-to-face diagnostics to give your clients results within a short timeframe. Once they add Private Diagnostics to their policy, they'll receive an email from Trustedoctor inviting them to set up an account. They can do this on the Trustedoctor website or by downloading the Trustedoctor app.

Access to top specialists throughout the UK

Private Diagnostics gives your clients access to some of the UK's top specialists from the comfort of their home, and appointments at more than 100 private diagnostic centres throughout the country. It's fast access to experts, wherever and whenever your clients need it.



It's not just about tests. It's about peace of mind.

legalandgeneral.com/private-diagnostics

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