**Edinburgh Napier University Benenden Healthcare Scheme**

Napier University staff can opt into the Benendenhealth Scheme and pay for their contributions through payroll deductions. The cost will be £15.50 per person per month**.** There are no restrictions with regards to age or pre-existing health conditions. Family members of any age can be included and will be charged at £15.50 per person per month. There are no restrictions on the number of family members that can be added so if you want to add more than one please use multiple forms.

Membership to **Benenden** offers a wide range of healthcare services including the following:

• 24/7 GP Helpline Line
• 24/7 Mental Health Helpline
• Care planning and social care Advice

• Access to the Benenden Health App and Welling being Hub

• Member rewards

• Online health and wellbeing classes

FULL INFORMATION IS available on the website: [www.benenden.co.uk](http://www.benenden.co.uk/)

In order to join this scheme please complete the required information below.

If you have any questions, please do not hesitate to speak to your Payroll Department: Payroll@napier.ac.uk

**PLEASE RETURN THE COMPLETED FORM TO PAYROLL:** **Payroll@napier.ac.uk**

**Or in person to:(Room 7.B.37#, Sighthill Campus)**

|  |  |
| --- | --- |
| NAME: |  |
| ADDRESS:  |  |
| DATE OF BIRTH |  |
| NAME OF FAMILY MEMBER |  |
| RELATIONSHIP OF FAMILY MEMBER TO YOU |  |
| DATE OF BIRTH |  |
| FAMILY MEMBER ADDRESS |  |

I am / am not currently a member of **Benenden** (please delete as appropriate)

I wish to join the **Napier University** Benenden **Scheme**

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Benenden is a trading name of The Benenden Healthcare Society Limited and its subsidiaries. Benenden Personal Healthcare is offered by the Benenden Healthcare Society Limited which is a mutual not-for-profit friendly society (Register No 480F) owned by and run for its members.
2. Membership is available to anyone over the age of 16 who is normally resident in the UK. Members can add friends and family to their membership regardless of their age.
3. We are not a private medical insurer. We provide healthcare services on a discretionary basis, except treatment for TB, which is a contractual service.
4. Our services may vary according to the needs of the member, the resources available or over time.
5. The cost of membership is reviewed annually in June and any increase agreed by our delegate conference is implemented the following year.
6. Significant exclusions to our services are: appointments with radiologists, dentists, opticians or complementary therapists; IVF treatment; for cosmetic, breast, plastic, sterilisation, nerve, dental or maxillofacial surgery, or surgery for transplants; surgery for arterial, cardiac or complex orthopaedic problems; diagnostic consultations with consultants who do not have an NHS post or who are not registered with a Royal College such as the Royal College of Surgeons or Physicians.
7. Some of our services have a six-month qualifying period.
8. Service restrictions apply to members and nominated family and friends living outside the UK.
9. Members and nominated family and friends must call our Member Services Team on 0800 414 8100 for prior authorisation to make sure we can support the help required.
10. Members have 14-days from the day they receive their first membership pack and membership card after joining, to cancel their membership. If you do decide to cancel your membership, you can do so by writing to the Member Loyalty Department, Benenden Personal Healthcare, Holgate Park Drive, York, YO26 4GG. Alternatively you can email us at memberrelations@benenden.co.uk or call 0800 414 8480 (lines open 8am – 5pm Monday – Friday). Please include your membership number in all correspondence. Cancellations beyond the 14-day cancellation period will not result in reimbursement of contributions already paid, unless you have paid your membership contribution annually in advance, in which case we will reimburse you the cost of the number of full months remaining on your annual payment.
11. Membership will continue until such time as a member decides to cancel or until their membership contribution stops being paid. A member may cancel their membership at any time without incurring penalty charges. All cancellations will take effect, and payments will cease, at the end of the month in which the cancellation is received. If you have paid your membership contribution annually in advance and wish to cancel your membership, your membership will cease at the end of the month in which we receive your cancellation and we will reimburse you the cost of the number of full months remaining on your annual payment.
12. We do not provide advice to any new or existing member regarding the suitability or otherwise of Benenden Personal Healthcare for that individual. If you are unsure about whether membership is suitable for you, you should seek independent advice.
13. Members may become actively involved in how the Society is run by attending branch meetings.
14. If you work or have worked as a civil servant you can choose which branch you belong to. If you belong to one of our national branches but would prefer to join a branch nearer home, you can transfer to a local branch. Or if you have been allocated to a local branch but would prefer to rejoin colleagues in a national branch, please let us know. You can e-mail thesecretary@benenden.co.uk or write to The Secretary, The Benenden Healthcare Society Limited, Holgate Park Drive, York, YO26 4GG.
15. If you are not satisfied with our service, you should call us or write to us so that we can learn from any problems that occur. However, if you have been through our complaints procedure, and you are still unhappy with our response you can take appropriate matters to the Financial Ombudsman Service.
16. This summary does not contain comprehensive information about us and our services. Please refer to any additional information we have provided. Full terms and conditions are contained in our Rulebook and our Guide to Services which are available on our website www.benenden.co.uk or on request by calling 0800 414 8100.

