

In the moment *support* for your needs



We provide our customers with access to a number of extra services should you or anyone in your household need them such as access to a virtual GP and physiotherapy services and wellbeing support.

GP24 our virtual GP appointment service



Whether its during working hours or in the middle of the night, we know you don't just worry about yourself, but your family too. That's why all our individual protection policies feature unlimited access for you, and your families, to GP24, provided by HealthHero.

GP24 allows you to book an appointment with registered GPs 24 hours a day, every day of the year, with appointments available between 7am and 10pm.

Also included are:

- Unlimited access to GP's, every day of the year
- Private prescriptions, private referrals and fit notes
- Up to two second medical opinions per person per year
- Consultations in foreign languages may be available by booking by telephone

Virtual physiotherapy services

These online sessions, provided by HealthHero, help you take control of your recovery through tailored exercise plans, and educational and digital tools that support safe, independent rehabilitation at home. These sessions are suitable for musculoskeletal conditions affecting bones, joints, and soft tissue, and offer a practical solution for everyday injuries and pain that impact activities of daily living.

The Physiotherapists are fully qualified, regulated, and offer a safe, credible alternative to face-to-face physiotherapy.

As part of this service you can:

- Access 6 virtual sessions of 30 minutes, per year
- Receive tailored exercise plans
- Choose to see the same clinician across sessions

The service is available 9am-5pm Monday-Friday (excluding Bank Holidays), and you can book sessions up to six weeks in advance.



For every moment, there's  **MetLife**

Wellbeing Support Centre



Our free Wellbeing Support Centre, provided by Health Assured provides covers three core areas of wellbeing. You can get confidential help with financial, mental and physical wellbeing.

There when you need support

- Accessed via a convenient app or a 24/7 telephone helpline, it features:
- Confidential 24/7 support by phone, video call or send a callback request
- Access to trained advisers
- 'Challenge yourself' 4-week plans and much more
- Financial and debt management information
- Speak to a qualified nurse, for wellbeing and medical information
- Mini health checks

How to access these services

Log into your myMetLife account to get the code you need to access these services, simply provide the code when you speak to the person on the call.

Important information

1. GP24 services cannot be provided to women who confirm (upon being asked) that they are or may be pregnant, even if the health concern does not directly relate to the pregnancy. In the event that HealthHero considers that it can provide such services, it shall notify the Customer and the services shall be included as Services from the date of such notification.
2. Individuals are entitled to use the GP24 Second Medical Opinion service no more than twice per annum.
3. Wellbeing Hub, GP24 and virtual physiotherapy services do not form part of the insurance policy and can be amended and/or withdrawn at any time. Insurance premiums are unaffected by the provision of these services and there will be no difference in the cost of the premiums should a client decide not to take up these services.

Tel: 0800 917 0100

[metlife.co.uk](https://www.metlife.co.uk)

The MetLife Wellbeing Hub is a range of health and wellbeing services provided by Health Assured Limited, registered in England and Wales No. 06314620. Registered Address: The Peninsula, Victoria Place, Manchester M4 4FB, UK.

Neither the fact that you have used the service or the content of any contact will be divulged to your employer or anyone else outside Health Assured Limited, usage statistics may be offered in way of management information reports but only in circumstances where there are no identifiable characteristics. The only circumstances in which information may be disclosed are; a) If you provide explicit consent. b) Health Assured Limited is ordered by a court of law to disclose information. c) The nature of your problem is such that the counsellor has reasonable grounds for believing that there may be a risk of harm to yourself or someone else d) Where deemed appropriate by the telephone counsellor.

Nurses are unable to provide diagnosis of symptoms or prescribe medication, however can offer information on conditions and advise of the appropriate clinical pathway and support channels.

GP24 and virtual physiotherapy services are a healthcare service provided by HealthHero Solutions Limited, registered in England and Wales No. 03766413. Registered address: 10 Upper Berkeley Street, London, W1H 7PE.

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