



Established by Act of Parliament

# DEFENCE POLICE FEDERATION

## GROUP INSURANCE SCHEME

### SCHEME BENEFITS

Effective from 1 October 2024



# USEFUL TELEPHONE NUMBERS

<b>DPF Office</b>	0203 176 6509 / 6511 / 6512
<b>Worldwide Travel Insurance</b>	Scheme Reference DO6520AHA245
<b>Emergency Medical Assistance Service (24 hours)</b>	+44 (0) 330 660 0548 assistance@mstream.co.uk
<b>Non-Emergency Claims</b>	0330 660 0549 claims@mstream.co.uk
<b>Online Claims</b>	www.submitclaim.co.uk/def
<b>Motor Breakdown Cover</b>	01206 771749
	If you cannot connect call +44(0) 1603 327 180
	Download the CallAssist App on the App Store or Google Play
<b>Home Emergency</b>	0330 175 7905
<b>GP24</b>	0345 222 3736
<b>or if overseas</b>	+44 345 222 3736
<b>Philip Williams &amp; Company</b>	01925 604 421 enquiries@philipwilliams.co.uk



This Scheme is subject to annual review. It incorporates covers which the Trustees believe are beneficial to the majority of Members. The Trustees reserve the right to amend or remove cover as they deem appropriate. It is your responsibility to ensure that you are in possession of the up to date literature.

**Please Note:** Our Privacy Notice can be viewed on our website at [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk)

Policy Documents are available for download at [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) in the Group Schemes section.

Alternatively you can download them by scanning the QR code.



# MEMBER BENEFITS

## SERVING MEMBER AGED UNDER 70

Life Insurance	£120,000
Terminal Prognosis Advance ( <i>to age 68</i> )	20% of sum insured
Child Death Grant	£5,000
Permanent Total Disablement ( <i>due to accident</i> )	£100,000
Accidental Loss of Use of Eye, Limb or Hearing in both ears	£50,000
Accidental Loss of Hearing in one ear	£12,500
Temporary Total Disablement ( <i>excluding first seven days</i> ) up to 104 weeks	£50 per week
Unplanned Hospitalisation Benefit up to seven nights	£50 per night
Emergency Dental Treatment due to Accident	up to £500
Sick Pay Benefit ( <i>after 26 weeks absence</i> ) up to 26 weeks	20% scale pay
Home Emergency	Included
GP24	Family
Worldwide Travel Policy	Family
Motor Breakdown Cover ( <i>UK &amp; Europe</i> )	Member & Partner
<b>CALENDAR MONTHLY SUBSCRIPTION</b>	<b>£28.65</b>

*New recruits and transferees into the Defence Police may receive benefits free of charge for the first four months of service. This also applies to partner cover.*

*Additional voluntary section*

## COHABITING PARTNER AGED UNDER 70 OF SERVING MEMBER

Life Insurance	£60,000
Terminal Prognosis Advance ( <i>to age 68</i> )	20% of sum insured
<b>CALENDAR MONTHLY SUBSCRIPTION</b>	<b>£7.75</b>

## RETIRED MEMBER AGED UNDER 70

Life Insurance	£7,500
Home Emergency	Included
GP24	Family
Worldwide Travel Policy	Family
Motor Breakdown Cover ( <i>UK &amp; Europe</i> )	Member & Partner
<b>CALENDAR MONTHLY SUBSCRIPTION</b>	<b>£18.65</b>

## RETIRED MEMBER AGED 70–74

Home Emergency	Included
GP24	Family
Worldwide Travel Policy	Family
Motor Breakdown Cover ( <i>UK &amp; Europe</i> )	Member & Partner
<b>CALENDAR MONTHLY SUBSCRIPTION</b>	<b>£24.15</b>

*Retired membership is only available to existing members and if applied for within three months of Retirement Date. To continue cover into retirement you must complete a continuation form and direct debit mandate. These forms are available from the Federation Office and website.*

# IMPORTANT INFORMATION

## APPLICABLE TO ALL BENEFITS

This booklet is a summary only. The benefits are subject to certain exclusions and policy conditions not stated in this booklet which in the event of a claim will be applicable. The benefits are provided strictly under the terms of the insurance policies taken out by the trustees of the scheme. Subscription to the scheme entitles the member to the benefits provided by the scheme but confers no ownership of any of the underlying policies which are vested in the trustees. The trustees retain the full policy wording detailing all benefits and exclusions which may be viewed on request to the Federation Office.

### Applying to Join

Serving officers can apply to join the scheme at any time by completing a medical underwriting application form which is available from the Federation Office. The first four monthly subscriptions are free of charge when joining the scheme for the first time.

New student officer recruits to the police service may join the scheme without the need for the completion of the medical underwriting application form.

The Trustees and/or Philip Williams & Co reserve the right to decline any applications.

### Career breaks, maternity leave, secondment or living overseas

Those going on a career break, maternity leave, secondment or are living overseas must contact the Federation Office to identify if cover can be maintained.

### Retirement from the Police Service

Serving officers upon retirement may remain in the scheme as a retired member by submitting a completed membership continuation form to the Federation Office prior to retirement. Individuals are not eligible to join the scheme after their retirement date.

### Transfer, resignation or dismissal

Members who transfer, resign or are dismissed from the police service are not eligible to remain in the scheme and all membership and benefits will cease.

### Subscription collection

Subscriptions are collected monthly by deduction direct from salary unless that is not possible when alternative arrangements may be agreed. Monthly subscription payments must be maintained in order to remain a member of the scheme and to qualify for any benefits. Retirees pay by Direct Debit.

### Cohabiting Partner Extensions

Any cohabiting partner extension will cease when the Serving member or cohabiting partner reach 70 years of age. Any cohabiting partner cover and/or extension will cease when the member ceases to be a member of the scheme.

### Barred List

Eligibility ceases under the scheme for any individual placed on the barred list.

### Insurers

A list of the insurers is available on request. Full policy wordings for certain policy sections are available to download via QR codes. These may also be available at the Federation Office, on the Federation Website or by visiting the Group Scheme section of [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk)

### How to cancel your cover

In the event that you need to cancel your cover please contact the Federation Office.

### Complaints procedure

The Insurance Scheme is arranged on behalf of the trustees by Philip Williams (G Ins) Management Ltd, trading as Philip Williams & Co Insurance Management who are authorised and regulated by the Financial Conduct Authority (*Registration Number 827663*). The trustees are responsible for organising the policies and dealing with the insurance broker. Any complaints about any aspect of the scheme should in the first instance be directed to the Federation Office. The insurance broker will then be asked to investigate the complaint and resolve any matter either via the Federation Office, directly with the member, or through the appropriate underwriting organisation.

Please contact the Federation Office by telephone on

**0203 176 6509/6511/6512**

Or simply write, giving details of your complaint to DPF, Unit 131, China House, Black Prince Road, London SE1 7SJ

Should you remain dissatisfied then you may ask the Financial Ombudsman to investigate your complaint. Please contact the Financial Ombudsman Service by telephoning

**0800 0234 567** or by downloading the complaint form from [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

### FINANCIAL SERVICES COMPENSATION SCHEME

In the event that an insurer is unable to pay a claim you may be entitled to compensation from the Financial Services Compensation Scheme if an insurer cannot meet its obligations. This depends on the type of insurance and the circumstances of the claim. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at [www.fscs.org.uk](http://www.fscs.org.uk)

# EXPLANATION OF BENEFITS

## Death By Any Cause

On death of a member or subscribing cohabiting partner the cash benefit will be paid. The policy is written in Trust so that if a member dies, the proceeds can be paid, by the Trustees, to the member's dependants quickly free of tax and without having to wait for probate. Members should ensure that they have an up-to-date beneficiary nominated and have lodged the details with the Federation Office, to assist the Trustees in the event of a claim. If a member receives a terminal prognosis of 12 months or less, they may apply to the Trustees for an advance of the death benefit as detailed in the tables.

## Child Death Grant

Paid upon the death of a dependant child of a serving member, aged between 6 months and 17 years.

## Claims Procedure:

All Death claims should be notified as soon as is practical to Philip Williams & Company. Please note that an original death certificate or original coroners certificate will be required.

For Terminal Prognosis Advance please contact Philip Williams & Company as soon as is practical and we will provide you with the required form for completion.

## Permanent Total Disablement

Disablement which has lasted for at least 52 weeks and which prevents the member from engaging in or giving attention to business, profession or occupation of any and every kind for the remainder of their life.

## Accidental Loss of Use Benefit

Paid in the event of:

- Permanent loss of sight in one or both eyes
- Permanent loss of use of one or more limbs
- Permanent total loss of hearing in one or both ears
- Permanent total loss of speech

## Hospitalisation Benefit (*unplanned Accident/Illness*)

For each consecutive night's stay, the amount shown in the benefits table will be paid.

## Sick Pay Benefit

If a member suffers a pay cut under regulations or terms of employment, the benefits illustrated on the scheme benefits table will become payable after 26 weeks absence.

The benefit ceases on return to work or if the member retires, resigns, is discharged from the police service, or fails to pay the monthly scheme subscription. In addition the benefit shall not be payable if the member has been offered reasonable adjusted duties with a return to full pay and has declined such duties without reasonable cause.

Any overpayment due to a reversal in the decision by the employer which results in a resumption of pay (*including any back payment*) or due to a failure by the member to inform the insurers of a return to work must be repaid in a prompt and timely manner.

The benefit is fixed at the point of claim and will not be increased.

## Temporary Total Disablement

Means temporary disablement which entirely prevents the member from engaging in their Usual Occupation, including Post Traumatic Stress Disorder. Post Traumatic Stress Disorder means severe anxiety disorder that has solely and directly developed after exposure to an identifiable single incident, that is documented in police records and be of sufficient severity to immediately prevent the member from entirely performing their Usual Occupation, that has been diagnosed by a Registered Qualified Medical Practitioner and occurs within 24 months of the date of the incident.

**Please refer to the policy wording for full details of terms conditions and limits.**



### **Emergency Dental Treatment due to Accident**

If an Accident occurs and external oral impact results in dental injury (including loss or damage to any prostheses e.g. dentures while in the mouth), up to the amount shown in the tables for the treatment necessarily provided by a qualified dentist or Registered Qualified Medical Practitioner within 12 months from the date of the Accident. We will only pay for any bridgework crown or denture replaced which is similar type or quality to that which was damaged or lost as a direct result of the Accident and subsequent Bodily Injury.

Specific exclusions to Emergency Dental Treatment;

We will not pay any claim for:

- a. Dental Treatment as a result of wear and tear or ordinary deterioration;
- b. Bodily Injury caused by a foodstuff whilst the Insured Person was eating it;
- c. A claim for dental injury that has not been reported to Us within 30 days of the date of the Accident giving rise to the claim.

### **Making a claim**

No prior authorisation is required. Undergo the treatment, pay the dentist direct, and subsequently submit a claim. Please ensure that proof of treatment and receipts of costs are obtained. Claim forms are available from the Federation Office.

Please refer to the policy wording for full details of terms, conditions and limits

# GP24

**The GP24 service provides you with unlimited 24/7 access to a practising UK-based GP from wherever you are in the world. Consultations are available 24/7 by phone or by video consultation. Includes cohabitating family.**

Our experienced GPs are able to provide diagnosis, advice, reassurance or a second opinion. Should the GP feel you would benefit from prescription medication they can arrange and electronically authorise private prescription medication, where the medication will be delivered to you at any UK based address the next working day or the prescription emailed direct to a nominated pharmacy. The cost of the drugs are chargeable at wholesale rates which will be told to you before they are issued. Where appropriate the GPs can issue private Open Referral\* letters and Private Fit Notes. Each consultation is secure and confidential and there is no limit to the number or length of consultations. Please note that some employers may not accept Private Fit Notes.

To book a GP consultation 24/7 please call:

**0345 222 3736**

or if overseas

**+44 345 222 3736**

Or access services via the web app: [philipwilliams.gp24.co](http://philipwilliams.gp24.co) or via QR Code Using access code GP24



Services available in the web app:

- 24/7 GP telephone consultation service
- Video consultation service
- Open 7 days a week, GMT:
  - Monday\*\* – Friday: 08:00 – 22:00
  - Saturday: 08:00 – 20:00
  - Sunday: 10:00 – 18:00
- Message Dr
- Request an appointment
- Health information
- Services near you
- Store your medical notes

\*\*Excluding UK bank holidays

How to save the web app:



#### iOS Device

In the Safari web browser navigate to the web app link above. Then click the icon shown left and select 'Add to Home Screen' and then 'Add'.



#### Android Device

In the web browser navigate to the web app link above. Then click the icon shown left and select 'Add to Home Screen'.



#### Laptop/Desktop – PC

Right click with the mouse to display the menu and select 'Create Shortcut'.

GP24 is provided to you by Health Hero. Specialists in 24/7 private GP services with over 20 years of experience.

For more information on our prescribing and referral processes, including example medication and postage and packaging costs please visit [www.healthhero.com/medication-and-delivery-charges/](http://www.healthhero.com/medication-and-delivery-charges/)

Consultation Terms and Conditions [www.healthhero.com/terms-and-conditions/](http://www.healthhero.com/terms-and-conditions/)

Privacy Policy [www.healthhero.com/privacy-policy/](http://www.healthhero.com/privacy-policy/)

\*Open Private Referrals

Within your appointment, the GP will recommend the best course of treatment / action. Should they feel you would benefit from a specialist assessment or further treatment they can provide you with an open private referral letter. This referral is for Private Medical Care only and will not be accepted for services in the NHS. Referral letters can be posted or emailed directly to you.

**Please note the private referral is not a claims authorisation and you will need to speak to your Private Medical Insurance company prior to receiving any treatment, unless you will be funding this yourself. If you do not have Private Medical Insurance, you will need to fund the consultation yourself. There is no cover under this Group Insurance Scheme to pay for Private Consultations.**



# WORLDWIDE FAMILY TRAVEL INSURANCE

This policy covers the member, their cohabiting partner and any number of their unmarried dependant children under 23 years, all normally resident in the family home, for any number of trips in any year up to 60 days per trip. It covers travel worldwide for members aged under 75 years and Europe only for those aged 75–80 years. United Kingdom cover is included to age 80. This includes Cruise holidays with cover provided for emergency medical expenses, and any additional costs incurred to re-join the cruise should you need to disembark for medical treatment on dry land. All cover ceases at age 80 for member and partner.

If during your covered trip you or your partner attain the maximum age under the scheme, you will continue to be covered until you return home subject to usual trip limits.

The main sections of cover are:

- Cancellation and curtailment up to £5,000
- Emergency medical expenses up to £10,000,000
- Personal Baggage up to £2,500
- Personal Money up to £500
- Public liability up to £2,000,000
- Personal Accident up to £20,000

## Cruise Cover includes

Missed Port Departure Up to £500  
Skipped Port benefit £50 per port £250 max  
Cabin Confinement £50 per 24hrs £500 max  
Cruise attire lost or damaged Up to £1,000  
Cruise attire delayed by 24 hours £50 per 24hrs £250 max  
Other benefits included. Please see policy for full details.

In the case of medical emergency please contact our nominated emergency service on

**+44(0) 330 660 0548**

Email: [assistance@mstream.co.uk](mailto:assistance@mstream.co.uk) **Please quote DO6520AHA245**

Other claims should be reported to the claims service on

**0330 660 0549**

(9am–5pm Mon–Fri) Email: [claims@mstream.co.uk](mailto:claims@mstream.co.uk)

Alternatively, you can use our online claims system to submit your claim [www.submitclaim.co.uk/def](http://www.submitclaim.co.uk/def)

## SmartDelay Plus

This section provides a benefit entitling you to airport lounge access in the event that your registered flight is delayed or a cash sum of £25 if there is no lounge available. For cover to apply you must register each and every flight via the registration platform. You are unable to claim for both benefits.

It only takes a couple of minutes to register and all you need to do is visit [cloud.sdxmessaging.com/vault/philipwilliams/benefits.html](http://cloud.sdxmessaging.com/vault/philipwilliams/benefits.html). You'll need to use the **PIN code 1269** to access the page.

Alternatively scan the QR code below to register. We recommend you register your flight as soon as you book your trip.



## Main conditions and exclusions

The policy will not cover you if any of the following apply to you, a travelling companion, an immediate relative, close business associate or someone upon whom your trip depends whether they are travelling with you or not (*including any third party with whom you may be staying on your trip*)

1. You/they were aware of any reason why the trip could be cancelled or curtailed.
2. You/they were travelling against the advice of a medical practitioner or in order to get medical treatment abroad.
3. You/they have been diagnosed as having a terminal illness.

If there is any change in a person's health between the date the policy is issued and the start date of a trip you must still comply with the Health Declaration.

An excess of £50 is applicable for most policy sections. The excess is payable per person, per section, per insured incident subject to a maximum of £100.

There are significant limitations and exclusions of cover for property, including valuables and money, that are left unattended or out of your immediate control and supervision. Please also note the requirements for notifications of loss/theft and the need for reports.

Full policy terms and conditions have been made available. If you require further copies please contact the Federation Office.

**If you need to speak to a GP whilst abroad, remember to use the GP24 Service as detailed on page 7**



# HOME EMERGENCY ASSISTANCE

**With one call an approved contractor will come to your home and make emergency repairs. Our cover includes the following domestic emergencies:**

Cover is provided 24 hours a day, 365 days a year:

## **Emergency Costs**

- a) The **contractor's** call-out charge
- b) **Contractor's** necessary labour up to three hours
- c) Alternative Accommodation costs

The maximum payable by the insurer is £1,000 for all claims related by time or original cause.

## **Home Emergency**

A sudden unexpected event which clearly requires immediate action in order to:

- a) prevent damage or avoid further damage to the home, and/or
- b) render the home safe or secure, and/or
- c) restore the main services to the home, and/or
- d) alleviate any health risk.

Claims Helpline **0330 175 7905**

**A £25 excess applies per claim.**

*Please note that if you live in rented accommodation, it is the Landlord's responsibility to conduct emergency repairs. This insurance is not intended to cover rented properties as this can lead to conflicts with the property owner and liability issues.*

## **Emergency Repairs**

Work undertaken by the Contractor to resolve an Emergency by completing a Temporary Repair (or a Permanent Repair where this can be done at a similar cost) in respect of the occurrences covered by this insurance subject to the Claim Limits under the policy. In relation to Pests, this shall mean the removal or control thereof.

## **Insured events**

Cover is provided for domestic emergencies for the following insured events:

- Complete breakdown of the main heating system (*for boiler cover, boilers must be less than 15 years old*)
- Plumbing and drainage problems
- Damage which affects the security of the home, including locks and windows
- Breakage or failure of the toilet unit
- Loss of domestic power supply
- Lost keys
- Vermin infestation
- Roof damage

# UK AND EUROPEAN MOTOR BREAKDOWN

## Comprehensive motor breakdown cover including:

- Roadside Assistance/Recovery
- Home Assist
- Alternative Travel
- Emergency Overnight Accommodation
- Misfuel Assist
- Message Service
- Keys
- Driver illness/injury

## Covered Individuals

- Member
- Cohabiting Partner

## Your Cover

If a Vehicle in which you or your cohabiting partner are travelling suffers a Breakdown due to a mechanical or electrical failure, flat tyre, lack of fuel, misfuel, Accident, theft, vandalism or fire, service will be provided. We will provide cover for any Breakdown in accordance with the policy wording.

## How to make a claim

Call the 24 hour Control Centre on

**+44 (0) 1206 771 749**

If you cannot connect call

**+44 (0) 1603 327 180**

Please have the name of the covered member, your return telephone number, vehicle registration number and precise location available when requesting assistance.

## Covered Vehicle

The UK registered car, motorcycle, campervan, motorhome, domestic vans, or car-derived vans all up to 3.5 tonnes, which a covered individual is travelling in/on at the time of the Breakdown, including any towed caravan or trailer of a proprietary make which is fitted with a standard towing hitch, and doesn't exceed 7 metres/23 feet (*not including the length of the A-frame and hitch*).

Claims will be validated with costs for any claims from non-eligible persons being the responsibility of the claimant.

Cover will apply during the period of insurance and within the territorial limits. There is no age limit to the vehicle for breakdowns occurring in the UK. A vehicle age limit of ten years applies outside the UK.

For details and a list of European countries covered please see the full policy wording.

## CallAssist

Download the **CallAssist** App on Google Play or the App Store. Using the App will enable you to report a breakdown, receive notifications on who will attend and when, and allow you to track the Recovery Operators progress to you.



## SUPPLEMENTARY COVER

# As a member of the Group Insurance Scheme, Serving Members and their partners can apply for additional Life and Critical Illness insurance

**This is optional cover and is available NOW!**

<b>Additional Life Cover</b>	£50,000	£5.50 per month
<b>Additional Life Cover</b>	£100,000	£8.50 per month
<b>Additional Critical Illness Cover</b>	£25,000	£9.50 per month
<b>Additional Critical Illness Cover</b>	£50,000	£15.50 per month

Premiums payable by Direct Debit.

### How do I apply?

Application forms are available in your Group Scheme Section at [www.philipwilliams.co.uk](http://www.philipwilliams.co.uk) or by scanning the QR Code below. Register or login to your Scheme where you will find an online application form. You will need to register on your first visit to the website.



[www.philipwilliams.co.uk](http://www.philipwilliams.co.uk)

Philip Williams (G Ins) Management Limited is authorised and regulated by the Financial Conduct Authority.  
Our Financial Conduct Authority Firms Registration number is 827663.



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