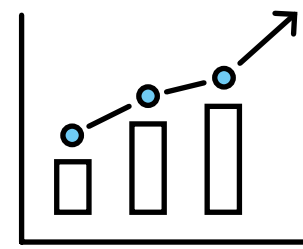
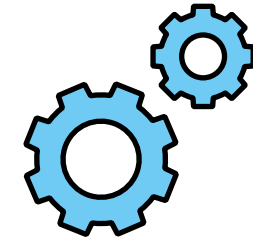


# Support designed around you

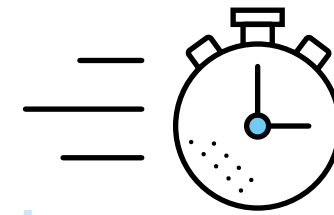
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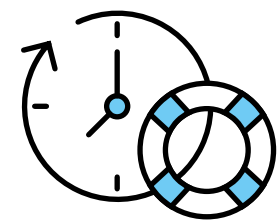
Comprehensive training



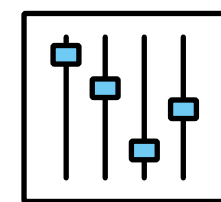
Improved application process



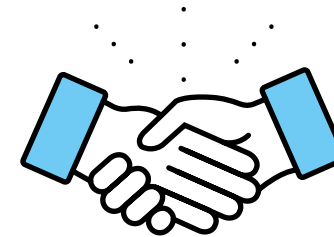
Quicker underwriting



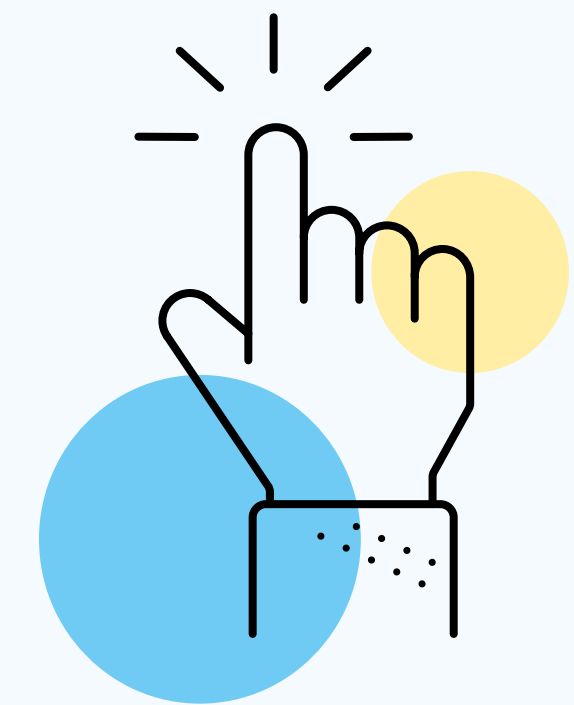
24/7 support



Dedicated customer portal



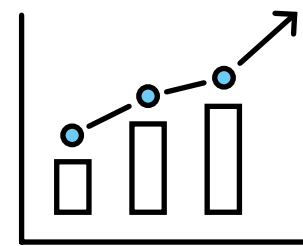
Delivering on our  
claims promise



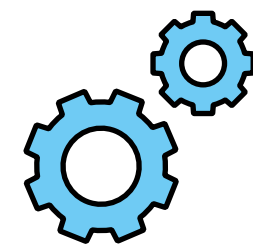
Click each step to see  
more information

# Support designed around you

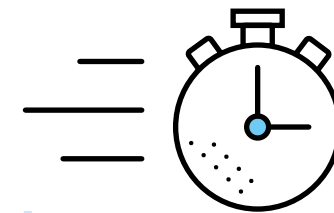
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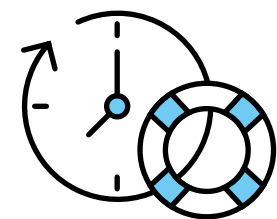
**Comprehensive training**



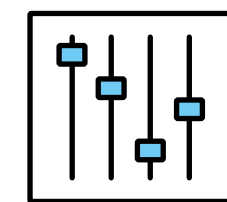
**Improved application process**



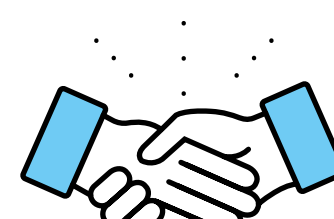
**Quicker underwriting**



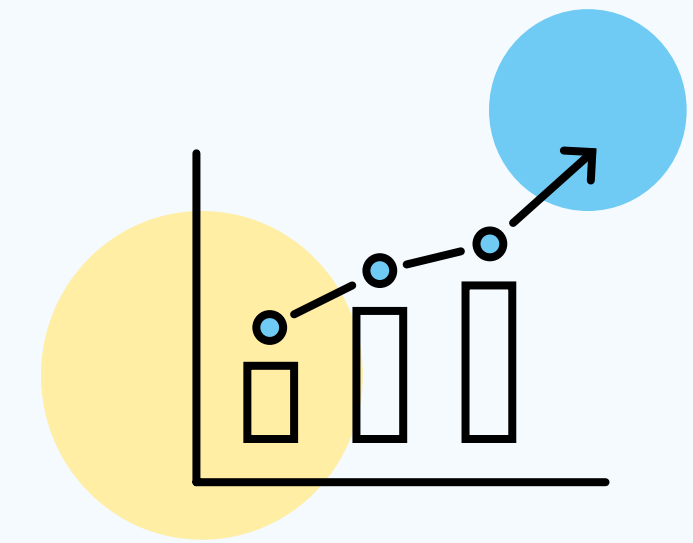
**24/7 support**



**Dedicated customer portal**



**Delivering on our  
claims promise**



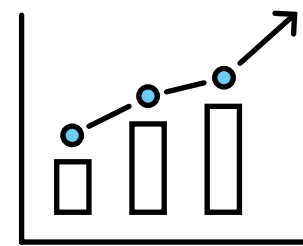
## **Comprehensive training**

Being on top of your game is good for business. It's also good for your clients. We provide access to quality training and professional development to ensure you can support your clients.

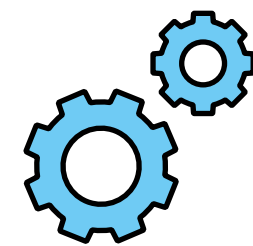
- [CII accredited workshops and webinars](#)
- [Access to telephone and regional Business Development Managers](#)
- Online support videos (Including - system updates, product news and selling tips) along with a [handy self serve guide](#)

# Support designed around you

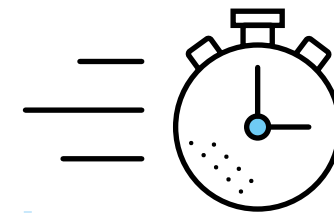
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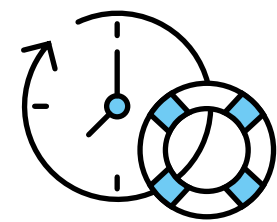
**Comprehensive training**



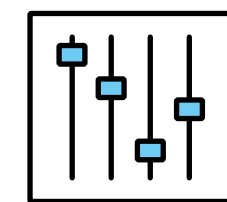
**Improved application process**



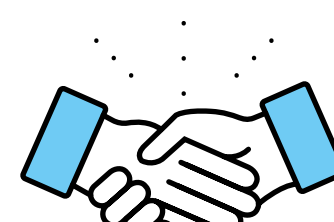
**Quicker underwriting**



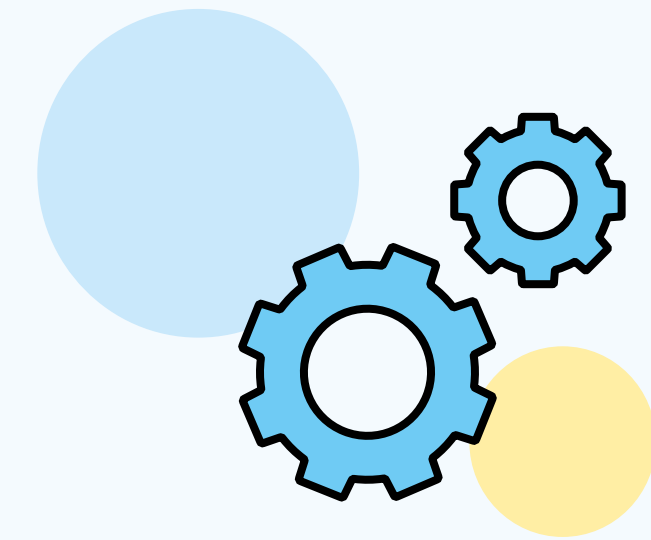
**24/7 support**



**Dedicated customer portal**



**Delivering on our  
claims promise**



## Improved application process

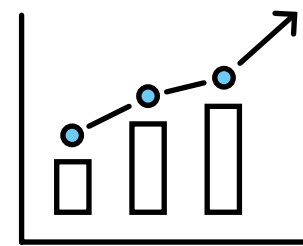
Our interactive underwriting journey in OLPC gives an instant Point of Sale decision in 83% of submissions.

- Option to digitally send the application to your clients so they can complete their health and lifestyle questions
- Easily access the reasons for Underwriting decision within the OLPC decision screen – allowing you to have the right conversations with your clients
- Receive alternative cover and premium options, if no standard terms applied

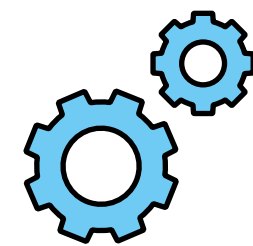
 [Find out more](#)

# Support designed around you

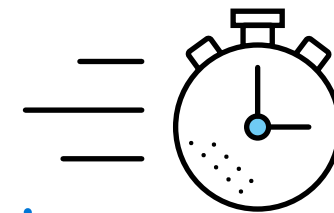
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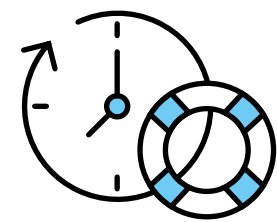
**Comprehensive training**



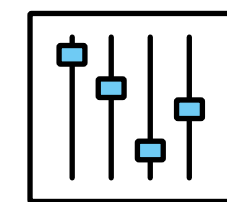
**Improved application process**



**Quicker underwriting**



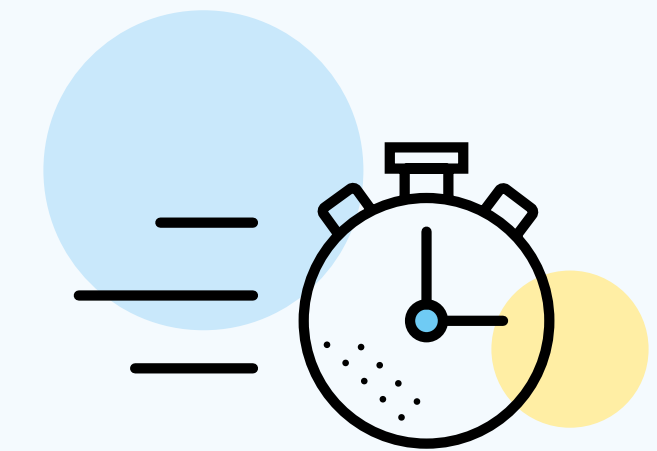
**24/7 support**



**Dedicated customer portal**



**Delivering on our  
claims promise**



## Quicker underwriting

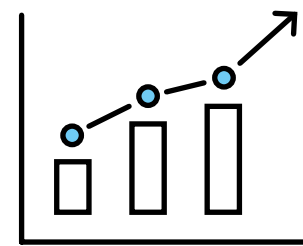
Now you can get your clients covered faster. Our interactive online application system quickly provides an underwriting decision. In the past 6 months, we have:

- Turned around new applications and application amendments within 4 hours
- Delivered Priority Protection medical evidence assessments within 48 hours
- Assessed medical evidence within 6 working days.

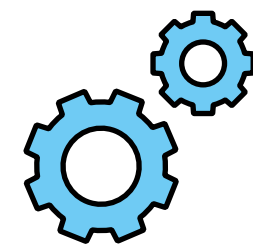
 [Find out more](#)

# Support designed around you

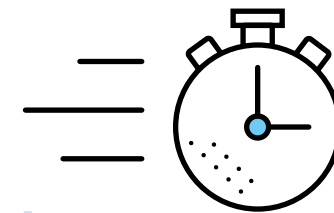
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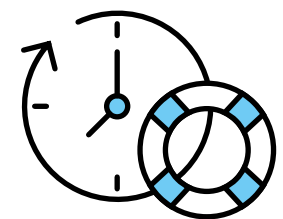
**Comprehensive training**



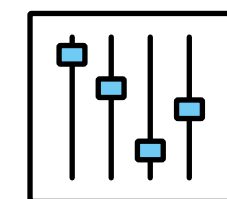
**Improved application process**



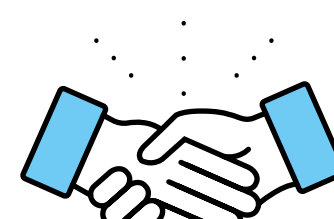
**Quicker underwriting**



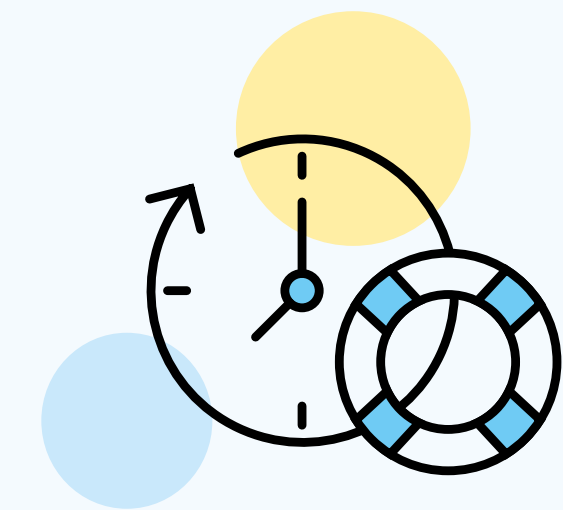
**24/7 support**



**Dedicated customer portal**



**Delivering on our  
claims promise**



## 24/7 support

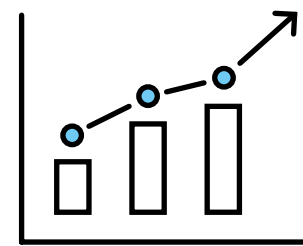
We realise that it's not just your clients that need support, you do too. That's why we'll keep you up to date with your clients policy throughout its lifetime.

- Obtain policy information 24/7, this can be accessed through [OLPC](#)
- Receive regular updates (up to 3 e-mails per week) notifying you if your clients cancel their policy or miss a payment
- For clients with increasing/decreasing levels of cover, Existing Business Agent Hub provides up to date sum assured
- Instant access to client detail around policy cover dates and direct debit collection dates

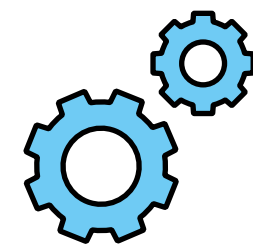


# Support designed around you

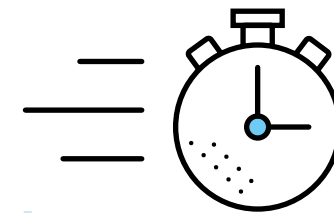
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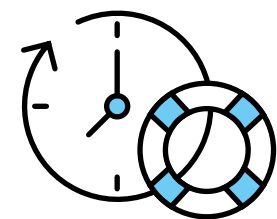
**Comprehensive training**



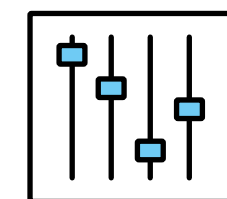
**Improved application process**



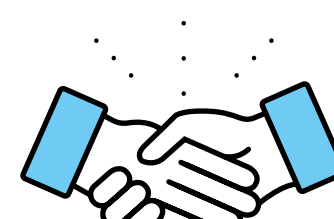
**Quicker underwriting**



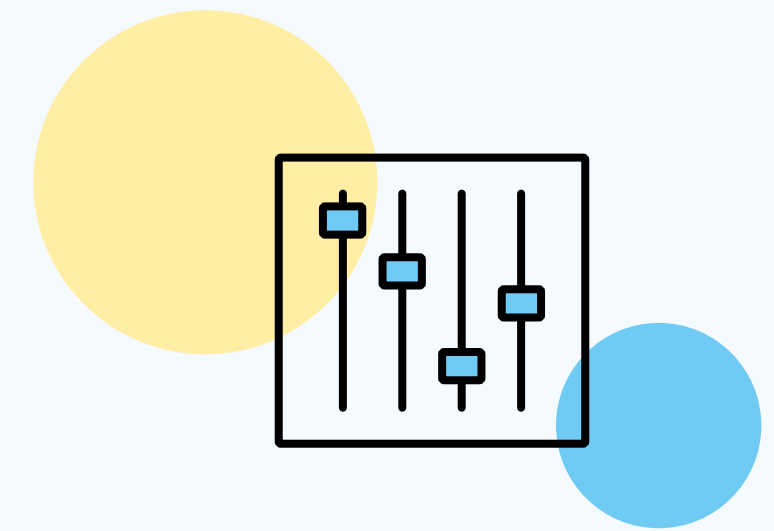
**24/7 support**



**Dedicated customer portal**



**Delivering on our  
claims promise**



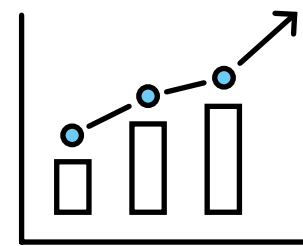
## **Dedicated customer portal**

Find everything your client will need, all in one place. My Account allows your clients to view their policies, update their details and speak to us securely – whenever they need to.

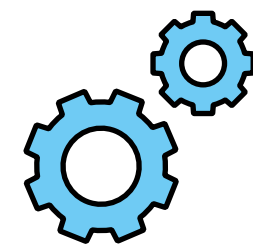
- Live Chat in My Account, with our specialist team of experts for help every step of the way
- Find instant answers to FAQs
- Clients can check application details, view policy information and update their bank details if needed

# Support designed around you

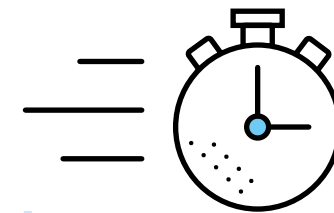
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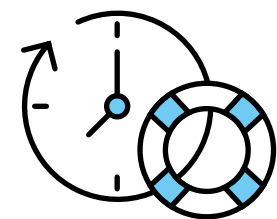
**Comprehensive training**



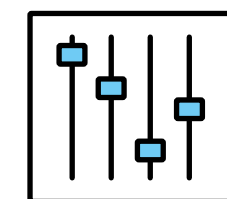
**Improved application process**



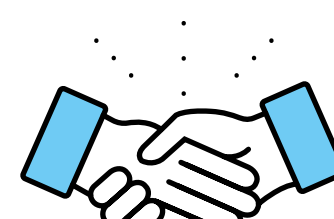
**Quicker underwriting**



**24/7 support**



**Dedicated customer portal**



**Delivering on our  
claims promise**



## Delivering on our claims promise

We're passionate about delivering positive client outcomes. In 2019, we helped more than 15,000 customers and their families, paying out over £731 million in individual protection claims.

- Signed up to The Protection Distributors Group' Claims Charter – ensuring we deliver the highest standards to our customers
- Each client is assigned a personal claims assessor as their consistent point of contact
- Access to 9 Chief Medical Officers who are specialists in their field.

 [Find out more](#)