



The ONE Corporate  
Scheme



**Don't delay  
apply  
today!**  
*Application Form  
inside*

The health plan for everyone,  
from under

**€3.50** a week



## Helping generations of people cover the cost of staying healthy

Like most things today, the cost of leading a healthy lifestyle isn't cheap. If you take a moment to think about how much you have to pay just to visit the dentist or GP, how much your prescription charges are and if you require more major treatment - the bill can run into hundreds of euro.

With HSF health plan, you can have an affordable way to cover the costs of everyday health care. HSF health plan covers you for the simple day to day health costs like dental and optical bills as well as providing over 30 valuable benefits that help you get cash back for a wide range of treatments and out of pocket expenses. You can see the wide range of cover HSF health plan provides in the benefit summary opposite.

With schemes starting at just **€3.30 a week**, you can be sure that there is a level to suit your budget. To join simply complete the application forms from page 25. When you need to make a claim, you can be assured that it will be dealt with promptly, by one of our Ireland based claims assessors. So that you know fully what your HSF health plan includes you will find the terms of the plan in this brochure from page 14.

### Who are HSF?

HSF health plan is the trading company of the charity, The Hospital Saturday Fund. Our heritage means we have no ostentatious head office building and no overloaded administration or sales commission. Instead there is a culture of care for you and a policy of sharing any surplus with medical charities, local hospitals and hospices as well as individuals with a serious illness or a disability.

We look forward to providing you with the benefits of HSF health plan for many years to come.  
**HSF health plan, the plan of choice for your health expenses.**

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To find out more information about HSF health plan, contact us on  
**1890 473 473**

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#### Ireland Office

5 Westgate Business Park,  
Kilrush Road, Ennis, Co. Clare  
LoCall: 1890 473 473  
Email: [customer@hsf.ie](mailto:customer@hsf.ie)  
[www.hsf.ie](http://www.hsf.ie)

#### Head Office

24 Upper Ground, London SE1 9PD  
Tel: 0044 (0) 20 7928 6662

# Benefit summary

	<b>Scheme OS1</b> €3.30 a week	<b>Scheme OS2</b> €6.60 a week	<b>Scheme OS3</b> €9.90 a week	<b>Scheme OS4</b> €13.20 a week
 <b>Dental and Optical</b>				
	€125	€300	€450	€600
<b>Dental Trauma</b>	€500	€750	€1,125	€1,500
 <b>General Practitioner, Prescription and Emergency Department - maximum of 12 grants per 12 months</b>				
	€8	€15	€20	€25
 <b>Practitioner: Physiotherapy, Physical Therapy, Osteopathy, Chiropractic</b>				
	€100	€200	€300	€400
 <b>Wellbeing &amp; Alternative Treatments - Acupuncture, Homoeopathy, Chiropody/Podiatry</b>				
	€100	€200	€300	€400
 <b>Consultations</b>				
	€130	€250	€370	€490
 <b>Medical Tests - Including Allergy Testing and Health Screening</b>				
	€80	€160	€240	€320
 <b>Birth Grant / Adoption Grant (per child)</b>				
	€200	€400	€600	€800
 <b>Day Case Surgery and Treatment (Amounts per day)</b>				
	€25	€50	€75	€100
 <b>Hospital: General and Hospice, Accident, Elderly and Mental Illness (Amounts per night)</b>				
	€25	€50	€75	€100
 <b>Recuperation – Grant after a minimum of 10 nights</b>				
	€85	€170	€250	€330
 <b>Personal Accident</b>				
<b>Permanent Disability</b> – up to				
	€10,000	€15,000	€22,500	€30,000
<b>Accidental Death</b>				
	€5,000	€7,500	€11,250	€15,000
 <b>Helplines - Available on all schemes</b>				
	<b>GP Advice Line, Virtual Doctor, Prescription Service, Counselling Service, Medical Information, Legal Advice and GP in Your Pocket.</b>			

# Our Schemes

HSF health plan's One Scheme has been specially designed for individuals who wish to claim up to a 100% cash refund on many of their healthcare expenses. Dental, Optical, Physiotherapy, Specialist Consultations and a number of complementary treatments are included, and we also pay generous grants for General Practitioner visits and Prescription charges.

## Flexible benefits

By combining different types of treatment into one benefit we can offer even greater flexibility. Take for example, our Dental and Optical category which is two benefits in one. Depending upon which scheme you decide to join, HSF health plan gives you a maximum grant which you can spend freely between the two benefits. This way if one year you need to spend more at the optician than at the dentist, you can.

## One Scheme choices

We offer 4 different schemes from which to choose ranging from only €3.30 to €13.20 a week. All you have to do is select the one which best suits your needs.

**All of our schemes include our HSF Assist: Medical Information Helpline, Stress Counselling Helpline, Legal Helpline and our GP Advice Line with Virtual Doctor and Prescription service. All of which can be accessed by GP in Your Pocket.**

## Pre-existing conditions and health problems

If you have a pre-existing health condition, there will be a waiting time before cover for certain claims will start. The waiting time will be 5 years, from when you are first registered for cover. In addition, for later increases in cover the waiting time before the increased cover takes effect will be 2 years at the time of the increase (see "Waiting periods" and "Restrictions" on pages 18 for full details and concessions for previous cover).

**You may start making claims three months after your policy start date, unless otherwise stated. Reimbursement of most claims is made on a rolling balance principle over any 12 consecutive months. This period starts from the date we pay your claim. See page 19 for full details.**

## Weekly and monthly costs (net of partial Standard Rate Tax Relief)

	Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
Weekly cost	€3.30	€6.60	€9.90	€13.20
Monthly cost	€14.30	€28.60	€42.90	€57.20



# Benefits



## Dental and Optical

Help towards the cost of all dental treatment including check-ups, and the cost of a sight test and optical appliances, up to the maximum shown. This benefit may be used flexibly according to requirements for both categories. It is payable in any 12 consecutive calendar months. The cost of Eye Laser Treatment, Implantable Contact Lenses (to correct long or short sightedness) and assessments may be claimed from Scheme OS2 and above. Claims for this particular treatment can only be accepted at least 6 months after the policy start date.

### Dental Trauma

For details on Dental Trauma, please refer to the Personal Accident Section on pages 8, 9, 16 and 17.

Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
€125	€300	€450	€600
Maximum Benefits			



## General Practitioner, Prescription and Emergency Department

An amount payable towards the cost of a visit to a General Practitioner (Family Doctor), a prescription from a General Practitioner or an attendance at an Accident and Emergency Department in a public or private hospital. Limited to 12 payments in any 12 consecutive calendar months. **The maximum repaid per visit / prescription is as shown or actual charges if less. You can also use the GP Advice Line service which is available 24 hours a day, 365 days a year.**

Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
€8	€15	€20	€25
Maximum 12 payments per 12 months			



## Practitioner: Physiotherapy, Physical Therapy, Osteopathy, Chiropractic

Help towards the cost of consultation and treatment (not including medication or appliances) by a qualified and registered practitioner in the categories above up to the maximum shown. This benefit may be used flexibly according to requirements for all categories. Payable in any 12 consecutive calendar months.

Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
€100	€200	€300	€400
Maximum Benefits			



## Wellbeing & Alternative Treatments: Acupuncture, Homoeopathy, Chiropody/Podiatry

Help towards the cost of consultation and treatment (not including medication or appliances) by a qualified and registered practitioner in the categories above up to the maximum shown. This benefit may be used flexibly according to requirements for all categories. Payable in any 12 consecutive calendar months.

Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
€100	€200	€300	€400
Maximum Benefits			



### Consultations

Help towards the cost of specialists' consultation fees listed in the rules, **all undertaken on an outpatient basis**, up to the maximum shown. Payable between all eligible registered persons in any 12 consecutive calendar months.

Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
€130	€250	€370	€490
Maximum Benefits			



### Medical Tests

Help towards the cost of medical tests, including initial allergy testing, vaccination, health screening, pathology tests, x-rays, scans, electrocardiograms and other investigations listed in the rules, **all undertaken on an outpatient basis**, up to the maximum shown. Payable between all eligible registered persons in any 12 consecutive calendar months.

Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
€80	€160	€240	€320
Maximum Benefits			



### Birth and Adoption Grant

Payable to the policyholder, whether the mother or father of the baby, for each registered birth in hospital or at home. Hospital benefit is payable for the mother (if the policyholder) in addition to the grant from the sixth night onwards. The grant is also payable for a registered adoption up to the age of 10. **Claims for this benefit can only be accepted at least 10 months after the policy start date.**

Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
€200	€400	€600	€800



### Day Case Surgery and Treatment

For a planned admission to occupy a bed for a day in a public or private hospital to undergo surgery, treatment or a procedure. Limited to 8 occasions within any 12 consecutive calendar months.

**All amounts shown are per day.**

Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
€25	€50	€75	€100





## Hospital

**General and Hospice:** For an inpatient admission to a hospital or hospice to receive medical treatment. Payable for up to 40 nights in any 12 consecutive calendar months. (See page 16 for full details).

**Accident:** For an inpatient admission to a hospital immediately following an accident. Payable for up to 40 nights in any 12 consecutive calendar months. (See page 16 for full details). No waiting period, if an Accident admission.

**Elderly and Mental Illness:** For an inpatient admission to a hospital for elderly medical care / long stay / rehabilitation / respite or for a mental illness. Payable for up to 50 nights elderly and 50 nights mental illness from first registration, but not for more than 40 nights in a 12 month period. (See page 16 for full details).

**All amounts shown are per night.**

Scheme OS1 <b>€25</b>	Scheme OS2 <b>€50</b>	Scheme OS3 <b>€75</b>	Scheme OS4 <b>€100</b>
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## Recuperation

Following each stay in a hospital or hospice for which benefit has been paid for a minimum of 10 nights, a recuperation grant is payable.

Scheme OS1 <b>€85</b>	Scheme OS2 <b>€170</b>	Scheme OS3 <b>€250</b>	Scheme OS4 <b>€330</b>
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# Personal Accident Benefit



**All claims must be submitted within 6 months of the accident occurring.**

If an Accident results in Permanent Disability or death the financial consequences can be enormous. Even less serious injuries can result in a lengthy period off work or confinement to the house. Whilst you may be able to cope in the short term, a longer period of disability can put severe pressure on your finances.

Lump sum cash payments (shown opposite) when they are needed most could ease the financial burden. Policyholders are covered 24 hours a day, every day of the year, whether at work, at home or at play.

**Permanent Disability:** A lump sum cash benefit depending upon the type and degree of Permanent Disability following an Accident.

**Facial Disfigurement :** A lump sum payment for Permanent facial disfigurement as a result of an Accident.

**Accidental Death:** A lump sum payment if the Accident is fatal.

**Dental Trauma:** A lump sum payment for dental treatment required as a direct result of a blow to the head.

**Temporary Disability:** A weekly sum payable (normally by direct credit, monthly in arrears) if following an Accident, you are:

- a) unable to take up your normal paid occupation or any other paid employment; or
- b) confined to the home (applicable only if you are not in paid employment at the time of the Accident) as certified by a qualified medical practitioner.

Payable from the 31st day of your disability for up to 52 weeks. Odd days will be paid at 1/7 th of the weekly rate.

***Although there is no waiting period under this section, the Temporary Disability benefit is not payable for the first 30 days (Deferment Period) of each period of temporary disablement.***

**Fracture Benefit:** A lump sum payment for a fracture or fractures to one or more bones of the arm or leg following an Accident.





If you (the Insured Person) suffers Bodily Injury as a direct result of an Accident which within 24 months of the Accident results in Permanent Disability, Facial Disfigurement or Death the following will be paid:

	Scheme OS1	Scheme OS2	Scheme OS3	Scheme OS4
<b>Permanent Disability</b>	up to €10,000	up to €15,000	up to €22,500	up to €30,000
A proportion of this sum will be paid depending upon the degree of permanent disability in accordance with the following scale:				
<b>Permanent Total Disablement</b>	€10,000	€15,000	€22,500	€30,000
<b>Loss of Sight in one or both eyes</b>	€10,000	€15,000	€22,500	€30,000
<b>Loss of hearing in both ears</b>	€7,500	€11,250	€16,875	€22,500
<b>Loss of hearing in one ear</b>	€1,500	€2,250	€3,375	€4,500
Loss of the use of:				
a) an arm, hand or leg above the knee	€10,000	€15,000	€22,500	€30,000
b) a leg below the knee or a foot	€5,000	€7,500	€11,250	€15,000
c) a shoulder or elbow	€2,500	€3,750	€5,625	€7,500
d) a hip, knee, ankle or wrist	€2,000	€3,000	€4,500	€6,000
e) a thumb	€2,000	€3,000	€4,500	€6,000
f) any finger or big toe	€1,000	€1,500	€2,250	€3,000
g) any other toe	€500	€750	€1,125	€1,500
<b>Facial Disfigurement</b>	<i>Not Included</i>	€500	€1,100	€1,400
<b>Accidental Death</b>	€5,000	€7,500	€11,250	€15,000
<b>Dental Trauma</b>	€500	€750	€1,125	€1,500

*In addition there are the following payments for Temporary Disability and a Fracture of the specified bone or bones listed below:*

Temporary Disability	<i>Not Included</i>	€35 per week	€55 per week	€70 per week
<b>Fracture Grant</b> - Only payable for these specified bones:				
<b>Leg</b> – ankle, tibia and fibula, kneecap, femur and hip	<i>Not Included</i>	€175	€275	€350
<b>Arm</b> – wrist, radius and ulna, humerus and shoulder	<i>Not Included</i>	€90	€135	€175
Fractured fingers/thumbs/toes or hand/foot bones <b>NOT</b> covered				
<b>Overall limit per Accident</b>	<i>Not Included</i>	€440	€690	€880

***All claims must be submitted within 6 months of the accident occurring.  
See pages 16 and 17 for Definitions and Exclusions.***

# HSF Assist



*HSF Assist provides unlimited access to a variety of assistance helplines and services which are available to all policyholders. The services available are:*

**GP Telephone Advice** - 24 hour access to a Doctor

**Virtual Doctor** - a webcam based face-to-face consultation service with a Doctor

**Health Information Website** - a medically validated and regularly updated website

**Counselling Service** - a telephone and, if needs be, a face-to-face counselling service

**Legal helpline** - telephone access to Solicitors and Barristers

**Prescription Service** - if appropriate, the GP can offer a Prescription for medication

**GP in Your Pocket** - access all your HSF Assist services wherever you are

*You can use any part of the HSF Assist service as many times as you need.*

*HSF Assist is currently provided for HSF health plan by Medical Solutions UK Limited.*

**HSF Assist calls are made to LoCall 1890 numbers.**

**Please check with your service provider for the costs on using these numbers.**

**HSF health plan cannot be responsible or liable for any call charges.**



## **GP Advice Line**

This service is available 24 hours a day, 7 days a week and the telephone number will be given to you in your welcome pack. The service allows you to speak with a qualified practising GP free of charge and at a convenient time. After making the initial call the doctor will telephone you. Every call is confidential and your details will not be passed on to anyone without your prior consent.

You can ask about all sorts of things including:

- an ache or pain that won't go away
- sensitive or confidential concerns
- explanations of diagnosis or treatment you may have been prescribed
- possible after-effects of surgery
- side-effects of any medication you are taking
- vaccinations you may need when you are travelling abroad and other health precautions relevant to your own personal medical history

## **IMPORTANT NOTE**

***This is not an emergency service, in an emergency you should always contact your own GP or the emergency services so as not to delay any necessary treatment. Nor can it be used if you are, or might be, pregnant for any health related condition whether or not it is related to pregnancy.***

***In such cases you should always consult your own doctor.***

***The GP Telephone Consultation service is not intended to replace the personal care offered by your own doctor and cannot be used to obtain referral for treatment.***

***The GP Telephone Consultation Service is provided via a LoCall number to UK based qualified, experienced, practising General Practitioners under the jurisdiction of the Irish Medical Council, General Medical Council and the English courts.***



### **Virtual Doctor.**

**HSF Assist provides you with the next generation in GP services:  
Virtual Doctor - an online doctor to see you at a time to suit you.**

Now you don't need to leave home or work to see a qualified GP. With HSF Virtual Doctor, Ireland's first online webcam GP consultation service, you can arrange an online face-to-face consultation at a time that fits with your busy life, Monday to Friday 8.30am to 6.30pm (telephone consultations are available 24/7).

- At home – you don't need to wait days for an appointment and travel to a busy surgery and wait for your appointment.
- At work – imagine your own company doctor service without having to leave the office.

The Virtual Doctor Service is further enhanced by using state of the art explanatory 3D medical images and health information enabling you, the patient, to have a more complete understanding of your condition.



### **Prescription Service**

When you consult with one of our GPs either on the telephone or by using the Virtual Doctor, if the GP feels it is appropriate, they can offer you a prescription for medication. This prescription will be faxed to a pharmacy you nominate so you can obtain your medication. This service is available Monday to Friday between 8am and 5pm and Saturday from 9am to 4pm (excluding Bank Holidays). You will need to allow up to 4 hours for the prescription to be received at the pharmacy. If a prescription is offered after these times, it will be available the next working day.



## GP in Your Pocket

HSF Assist GP Surgery is a multi platform web based application which gives you access to all the HSF Assist services. You can book an appointment with the GP Advice Line or Virtual Dr service, message a Doctor with a question, store medical records and medical history and access medical services near you. You can even store medical contacts for quick reference.

There is a fitness section where you can access validated advice on the benefits of exercise and how to lead a healthier lifestyle.

The Wellbeing section is an in-depth directory providing information on a vast range of subjects.

The Nutrition section links you to practical advice on losing weight, Food & Diet, your 5 A Day, Healthy Recipes and a weight loss forum.

The Health Information section gives you access to Health, Disease, Lifestyle and Travel information and the Health Conditions section gives you information on more than 1,100 health conditions and treatments which is searchable by using either an A-Z listing or Body Map.

The Assist Services section gives you access to the other HSF Assist Services, 24 hours 7 days a week Counselling and Legal Advice.

There is also a feedback link to let us know how you are finding the service.

**Access GP Advice Line**  
Telephone access to 24 hour GP service

**Access Legal & Counselling**  
Telephone access to other services

**Access validated Fitness, Wellbeing and Nutrition Information**  
Mobile Web Optimised sites provided by NHS and Medical Solutions Professionals.

**Connect to NHS Symptom Checker**  
Mobile Web Optimised site provided by NHS

**Online Services**  
Access Virtual Dr. Message Dr service and Appointment Request.

**Notes & Contacts**  
User input Medical Records for Allergies, Medication and History. Medical Contacts and Location based search of Services

**GP Services**  
Summary of the services available on the HSF GP Surgery App.

**Health Information**  
In-App Access to medically validated Health Information Site

**Feedback Form**  
User experience feedback to Medical Solutions.

The smartphone screen displays the HSF GP Surgery app interface with the following icons and labels:

- Phone GP (24-hour service icon)
- Virtual Dr. (Computer monitor icon)
- Notes & Contacts (Folder icon)
- Assist Services (Person icon)
- HSF GP Services (HSF logo icon)
- Health Info (Cross icon)
- Fitness (Running person icon)
- Health Conditions (Heart with pulse icon)
- Forum (Speech bubbles icon)



### Health Information Website

These days we are all lucky to have a wealth of general information available to us about looking after our health. But it can get a bit confusing knowing which sources you can completely rely on.

The HSF health plan Health Information Service offers medically validated and regularly updated information on health and medical matters, including new treatments, drugs or surgical procedures. If you're trying to overhaul your lifestyle you can also get guidance on areas such as nutrition, exercise, or avoiding sports injuries.

There's a travel section too, so you can check on vaccinations needed for your destination and other useful advice on: protection from the sun, food hygiene, insect bites etc.

***If you're not online, don't worry, just call and we will print off the information and post it to you.***



### Counselling Service

Our team of experienced, professionally trained counsellors are available to assist you explore and resolve your issues 24 hours a day, 7 days a week. You can discuss any aspects that are worrying you including: Home, Family, Relationships, Work, Bereavement, Trauma, Substance abuse or any stress related issue.

You can call the service as often as you need. If you wish to arrange a series of regular telephone counselling sessions with the same counsellor, this can only be arranged on week days.

Should you need face-to-face sessions, then the telephone counselling service will identify local counsellors in your area for you to meet with.

With HSF Assist you can receive, from first registration, up to 6 face-to-face counselling sessions **after** your telephone counselling. If you use the face-to-face counselling, you will pay the counsellor direct and then submit the receipted invoices to HSF health plan for reimbursement under the Practitioners category.

We cannot consider any face-to-face counselling claims that have been organised independently by you. All face-to-face counselling must follow helpline counselling sessions undertaken via HSF Assist and be on their recommendation. *(Please note that up to a maximum of 6 sessions for the lifetime of your policy may be claimed. There is no pre-existing condition rule applicable to HSF Assist including the face-to-face counselling).*



### Legal Helpline

Our lawyers can advise on any matter relating to European law.

Staffed by solicitors and barristers specially selected for their skill in explaining complex legal matters in everyday language, the advice line has helped many thousands of policyholders through a multitude of legal problems.

Together they are able to provide specialist knowledge in the areas of personal injury, negligence, property, contract disputes and consumer law to name but a few.

Where we do not have the specialised skills in-house, we can call on our panel of lawyers and, for European legal advice, lawyers in our sister offices across Europe.

Legal advice is available 9am - 5pm, Monday to Friday, excluding public and bank holidays. If you call outside these times, we will arrange to call you back.



# Policy Terms & Conditions - Introduction

HSF health plan Limited is the provider of this health plan.

The Personal Accident cover outlined is underwritten for HSF health plan by Chubb European Group Limited. The underwriter of the Personal Accident cover may be changed occasionally.

## About the HSF health schemes in this brochure

They provide cover for you against the everyday costs of such things as a visit to the dentist, optician and various practitioners, and make grants for hospital admission and the birth of a baby.

Some amounts relate to the cost of the services you have received which are payable when you send in your paid receipts. Other amounts are a fixed rate, for example a fixed amount for each night spent in hospital or for the birth of a baby, or bodily injury from an accident. The amounts provided by the various schemes are explained in this brochure. A number of conditions apply with the main ones being (and explained fully in the relevant section of the 'Rules and further explanations of categories' or 'General terms and conditions'):

- There is a total limit on payments calculated on a rolling balance over a 12 month period basis with a further limit from registration on some hospital benefits. See 'Claims' on page 19 and 'Hospital' on page 16.
- Claims cannot be accepted until at least three months after your policy start date, unless otherwise stated.
- Pre-existing health conditions and health problems present when you join or increase premiums, are not covered for an initial period under many scheme categories. See 'Waiting periods', 'Restrictions' and 'Increasing premiums' on pages 18 and 19.
- Switching between schemes is allowed. See 'Increasing premiums' and 'Decreasing or ceasing premiums' on page 19 for the terms.

**Full policy terms and conditions, and the cover provided, are shown in this brochure.**

## Paying premiums and changing your mind

Details of the prices of each scheme are shown in this brochure. Payment can be made by payroll deduction through your employer. When your application is accepted you will receive a welcome pack. This will include details of any restrictions which will need to be placed if you have any existing medical conditions. On receiving confirmation of your policy, you have 14 days in which to change your mind and withdraw your application (telephone or write to the HSF health plan office in Ennis – details on page 24). If any premiums have been paid you will receive a full refund providing no claims have been settled. See 'Decreasing or ceasing premiums on page 19 for cancelling after this period.

## Duration of cover in the plan

Cover is provided continuously from month to month, beginning with your policy date, until it is cancelled or otherwise comes to an end. It is automatically renewed.

## Making a claim

At the conclusion of three months after the start date of the policy, or another stated period, you may start claiming. Claim forms are provided on request by telephoning 1890 473 473, or writing to HSF health plan, 5 Westgate Business Park, Kilrush Road, Ennis, Co Clare, or by downloading from our website [www.hsf.ie](http://www.hsf.ie). If you telephone or write you may enquire about how much you may receive. Please quote your policy number. Original receipts must be sent with the claim form. Your payment will be made direct into your bank account (a current account in your name or joint names).

## Compliments and Complaints

We endeavour to provide a high standard of service to our Policyholders and welcome comments and suggestions. Should you find it necessary to make a complaint, you should in the first instance contact our Customer Services Department at our Ennis address. If your complaint is not resolved to your satisfaction, you may write to HSF health plan's Managing Director. There are appeal options available and any complaint which cannot be settled may ultimately be referred to the Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2, or call them on 1890 882 090. Full details of our complaints procedures are automatically sent on receipt of a complaint and at each stage relevant addresses are provided. Such details are available on request at all times. These procedures do not prevent you from taking legal action.

## Regulation and Compensation

HSF health plan Limited is approved in Ireland by the Department of Health and Children and registered with the Health Insurance Authority. It is registered as a Branch, No. 904935, by the Companies Registration Office in Ireland and authorised by the Prudential Regulation Authority in the United Kingdom, No. 202182. Chubb European Group Limited is regulated by the Irish Financial Services Regulatory Authority and authorised by the Prudential Regulation Authority in the UK, No. 1112892 (the UK details of HSF health plan and Chubb may be checked on the Financial Services Register on The FCA website). HSF health plan Limited is covered by the Financial Services Compensation Scheme (FSCS). In the unlikely event that we are unable to meet our obligations you may be able to claim compensation. Further information is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU. The Head Office of HSF health plan is 24 Upper Ground, London SE1 9PD, England

## Statement of demands and needs

**This product meets the demands and needs of individuals who wish to manage their healthcare expenses such as dental and optical, hospital admissions, consultations, medical tests and personal accident. Advice is not available from HSF health plan, and applicants should choose the scheme to suit their personal circumstances and review in future whether this remains suitable.**

## Annual Premium Calculator

Below are the annual premiums for the HSF health plan schemes.

OS1 €171.60	OS3 €514.80
OS2 €343.20	OS4 €686.40

# Rules and further explanations of benefit categories

## Dental and Optical

The dentist or optician must be suitably qualified and registered with the Comhairle Fiaclóireachta, The Dental Council or The Health & Social Care Professionals Council (H&SCPC). Sundry items purchased at Dental Surgeries and Opticians premises, eg. solutions, cleaners, contact lens removers, floss, are not covered and prescription charges for any kind of medication are not covered under this category. Claims cannot be accepted for the purchase of spectacles or contact lenses or contact lenses supplied without prescription or for any dental treatment (including teeth whitening) not carried out at a dental surgeon's practice (eg. if undertaken at a cosmetic/retail outlet).

Consultations with Consultant Oral Surgeons, Consultant Facio-Maxillary Surgeons, Consultant Orthodontic Surgeons and Consultant Ophthalmic Surgeons are not covered under this category. These should be claimed under the Consultations category. The cost of treatment or operative procedures undertaken by these Consultants is not included in any category. If eye laser treatment or a permanent contact lens implant (to correct long or short sightedness) is carried out by a Consultant Ophthalmic Surgeon or undertaken in hospital as a day case patient or an inpatient, claims cannot be accepted for Consultations, Medical Tests or for Hospital or Day Case, in addition to the Optical category.

The cost of Eye Laser Treatment, Implantable Contact Lenses (to correct long or short sightedness) and assessments is included in Scheme OS2 onwards, but claims for this particular treatment can only be accepted at **least 6 months** after registration.

Rules concerning pre-existing conditions do not apply to this particular category.

## General Practitioner, Prescription and Emergency Department

The amount is repaid up to the maximum (but if the actual charge is less, only this amount will be refunded) on the production of a paid receipt supplied by one of the following: **General Practitioner** (Family Doctor), indicating a visit to a surgery. Any procedures carried out during the visit are covered by the grant and may not be claimed for separately under this or any other category;

**Pharmacy** (Dispensing Chemist), indicating that a prescription supplied by a General Practitioner has been dispensed. Only one grant is payable on each receipt regardless of the number of items;

**Hospital**, indicating attendance at an Accident and Emergency Department.

Limited to 12 individual grants in total between the above three types in any 12 consecutive calendar months.

Rules concerning pre-existing conditions do not apply to this particular category.

## Practitioner: Physiotherapy, Physical Therapy, Osteopathy, Chiropractic

The maximum payable is between the above four headings. It is not, for example, on Scheme OS4 €400 for each of the four. Claims will only be accepted with paid receipts from qualified practitioners. Policyholders, in their own interests, should only consult properly qualified practitioners who are registered with professional organisations which maintain high standards. Benefit does not include the cost of any medication or any surgical appliances supplied or prescribed

by the practitioners. Claims cannot be accepted for prophylactic treatments or sports massage/therapy.

## Wellbeing & Alternative Treatments: Acupuncture, Homoeopathy, Chiropody / Podiatry

The maximum payable is between the above four headings.

It is not, for example, on Scheme OS4 €400 for each of the four. Claims will only be accepted with paid receipts from qualified practitioners. Policyholders in their own interests, should only consult properly qualified practitioners who are registered with professional organisations which maintain high standards. Benefit does not include the cost of any medication or any surgical appliances supplied or prescribed by the practitioners. Consultations with Consultant Podiatric Surgeons (of hospital consultant status) are not covered in this category. These should be claimed under the Consultations category. The cost of treatment or operative procedures undertaken by these consultants is not included in any category. Rules concerning pre-existing conditions do not apply to Chiropody/Podiatry.

## Consultations & Medical Tests

Claims must be for consultations in a hospital or clinic on an outpatient basis only and carried out by a doctor of consultant status. Treatment (including radiotherapy) and operative procedures (including delivery of a baby) are not covered, neither is any radiography during such treatment / procedures. Reimbursement is only on the initial consultation with a Consultant Psychiatrist, subsequent visits are classified as treatment. Claims cannot be accepted for examinations / investigations carried out while an inpatient or as a day case or for medico-legal reports, possible legal evidence (including paternity testing), or for insurance, employment fitness /occupational assessments or immigration /emigration purposes.

### The following are covered under Medical Tests:

Any investigations undertaken, on an outpatient basis only, in a hospital x-ray, MRI/CT scanning, pathology or nuclear medicine / medical physics department (or its equivalent elsewhere); electrocardiogram (ECG), electroencephalogram (EEG), electromyogram (EMG), audiogram and orthoptic investigations. Minor invasive investigations carried out at the same time as an out-patient consultation, and not requiring the use of a separate treatment room, are also covered. Claims are accepted for visits to health screening clinics and for the cost of a vaccination administered at a GP surgery or clinic or the issue of a prescription for a vaccination (which may be in the form of vaccine or medication).

For allergy testing the initial consultation and diagnosis of problems by a qualified practitioner with a personal consultation in a clinical environment (not a retail outlet) is covered but not any subsequent consultation, therapy or treatment.

### The following are NOT covered

Invasive investigations, such as endoscopies, carried out with some form of anaesthetic, and requiring the use of an out-patient treatment room (for which the hospital or clinic charges an additional fee) or occupancy of a bed on a day stay basis. The Day Case benefit may be claimed in these circumstances if applicable.

## Birth Grant and Adoption Grant

The period of at least 10 months before claims can be accepted in this category also relates to inpatient treatment and all other categories for consultation, investigation and treatment associated with the pregnancy. The Birth Grant is also paid for a still birth if an official certificate is submitted. Adoption is included in this category, however, a claim under this category may not be submitted until HSF health plan cover has been of at least 10 months' duration. The adoption certificate should be dated after the end of this 10 months' period and before the child's 10th birthday. Claims for overseas births and adoptions are not covered, but may be considered at our discretion.

## Hospital

The hospital or hospice must be in Ireland or the United Kingdom and its name and admission and discharge dates should be clearly stated on the claim form. Benefit is payable for up to 40 nights as a patient in any consecutive 12 calendar months. The amount payable is the stated grant and no direct costs (e.g. Consultants' fees, room charges, medication/dressings involved with the hospital admission) are covered. Stays in nursing or convalescent homes are not covered.

Benefit is restricted to 50 nights in total in a period of continuous cover, regardless of scheme, for admissions to mental illness and geriatric (elderly medical / long stay / rehabilitation / respite care) wards. These 50 nights are counted as part of and not in addition to the ruling in the sentence above eg. within a 12 month period the number of nights for which benefit is payable will not exceed 40 regardless of the reason for admission.

In accordance with the usual practice, the date of admission is counted as the first night but the date of discharge is not counted. Time spent within an Accident and Emergency Department (A&E) is not considered as part of an admission unless the hospital declares it to be so in accordance with their records. Claims must be submitted after each discharge from hospital. Weekend leave or longer periods of home leave do not count as a discharge, although no amounts will be paid for nights spent at home. Transfers from one hospital to another without a period at home in between are counted as a continuous period in hospital.

In cases of long stay admissions a claim may be submitted after 40 nights and an amount will be paid up to the number of nights due within the rules. Recuperation only, as appropriate, will be payable upon discharge. However, if an admission extends beyond 12 months a further claim may be submitted. There are special rules for these unusual circumstances. If, on the date of admission to hospital, the benefit limit is shown to have been reached in the preceding 12 months then no payment is made for that admission at all unless the current admission is of a duration which takes it past the anniversary of the discharge date 12 months earlier. In these cases the balance of nights due will be paid.

## Recuperation

This grant is paid automatically, subject to qualifying for the appropriate number of nights in the hospital categories and actually having been discharged. There is no requirement to make an additional claim. If re-admissions occur after less than seven nights following discharge, and the second or subsequent admissions by virtue of their length would also qualify for a grant, only one such grant will be paid at the rate set for the longest of the admissions. The grant is not

payable when the patient dies in hospital or if an admission includes a confinement and qualifies for the Birth Grant.

## Day Case Surgery and Treatment

The claim form must be signed by an official at the hospital and bear the official stamp to verify the information given by the policyholder. Policyholders admitted overnight following a Day Case attendance will be entitled to the Hospital and not the Day Case benefit. The following are not included: Geriatric, psychiatric or rehabilitation day hospitals or units; an unplanned day or period spent in an Accident and Emergency or Casualty Department; minor surgery, treatment or procedures undertaken in outpatient or similar departments. The amount payable is the stated grant and no direct costs, e.g. Consultants' fees, room charges, medication/ dressings involved with the hospital admission are covered.

## Personal Accident

1. Payment for any Permanent Disability not shown in the table on page 9 will be based on a medical assessment of the disability in relation to the table and not in relation to the Insured Person's ability to work.
2. If the Insured Person was already disabled before an Accident or already had a condition which is gradually deteriorating, the payment will be reduced. The reduced payment will be based on a medical assessment of the difference between:
  - a) the Permanent Disability after the Accident; and
  - b) the extent to which the Permanent Disability is affected by the disability or condition before the Accident.
3. If the Insured Person claims for loss of limb, he / she cannot also claim for parts of that limb.
4. The most an Insured Person can receive for Permanent Disability resulting from any one Accident is the amount specified for Permanent Total Disablement.

## Definitions

1. **Accident** means a sudden unforeseen and fortuitous identifiable event and the word accidental shall be construed accordingly.
2. **Bodily Injury** means injury to an Insured Person which solely and independently of any other cause results in the Insured Person's Death, Permanent Disability, Temporary Disability, fracture of a specified bone or bones, or Dental Trauma. Bodily Injury excludes any condition resulting from any gradually operating cause or degenerative process.
3. **Permanent Disability** means disablement which has lasted for at least 12 months and from which it is believed the Insured Person will never recover.
4. **Permanent Total Disablement** means disablement caused other than by loss of limb or sight which, having lasted for at least 12 months, will in all probability entirely prevent the Insured Person from engaging in or giving attention to a profession or occupation of any and every kind for the remainder of his / her life.
5. **Loss of Sight** means total and irrecoverable loss of sight when an Insured Person's name has been added to the Register of Blind Persons or when the degree of sight remaining after correction is 3/60 or less on the Snellen Scale.
6. **Dental Trauma** means Bodily Injury resulting from an Accident which is as a direct result of a blow to the head. Payments will be made only for Dental Treatment required following the Accident. Payment will be up to the amount

shown in the Dental Trauma benefit for the scheme chosen. In any case the amount will not exceed 5% of the Permanent Disability Benefit of the cover selected. The Maximum for this on Scheme OS4 is €1500. The benefit will only be paid in respect of treatment an Insured Person receives within 12 months of the date of the Accident. This benefit covers dental treatment directly relating to an Accident such as a sports injury or a fall and includes anaesthetic fees, Dental crowns, bridges and white fillings, Dental veneers and Replacement dentures or repairs. It is a condition of this policy that the dentist confirms on each receipt that the treatment is only to repair the damage to the Insured Person's teeth as a direct result from a blow to the head. In addition to the Exclusions stated under Personal Accident the following exclusions also apply to this benefit:

1. Cancellation charges made by the dentist (for example, for missed appointments).
2. Damage to dentures when not being worn.
3. Dental consumables (for example, toothbrushes, mouthwash and dental floss).
4. Dental prescription charges.
5. Dental insurance, premiums and joining fees for a practice's dental plan.
6. Any treatment an Insured Person receives 12 months or more after the date of the accident.
7. Dental treatment an Insured Person receives for an accident which happened before joining the plan.
8. Bodily Injury caused by eating and drinking.
7. **Permanent facial disfigurement** means to the extent of not less than one square centimetre of scar tissue or a scar of not less than two centimetres in length in each case in the area from the hairline to and including the lower jaw and ears.
8. **Temporary Disability** means disablement which prevents the Insured Person from engaging in or giving attention to his / her normal, gainful occupation or which confines the Insured Person to his / her home on medical grounds.
9. **Benefit Period** means the total period (but not necessarily consecutive period) for which the Temporary Disability Benefit is payable in respect of any one Accident to any Insured Person. Note: Odd days will be paid at 1/7 th of the specified weekly rate.
10. **Deferment Period** means a period of temporary disablement during which the Temporary Disability Benefit shall not be payable.

#### **Exclusions**

No Benefits will be payable:

1. If the Bodily Injury is caused by war or any act of war, the Insured Person serving full-time in the armed forces of any country or international organisation, suicide, attempted suicide or deliberate self-inflicted injury by the Insured Person (even if they are insane), the Insured Person taking part in air sport or air travel, unless as a passenger, a sickness or disease, Repetitive Stress (Strain) Injury or Syndrome or any other condition or injury which develops over a period of time.
2. For any disabilities caused by or arising from Post Traumatic Stress Disorder or related syndromes or any psychological or psychiatric condition.

The Personal Accident categories are underwritten on behalf of HSF health plan by Chubb European Group Limited whose registered office is at 100 Leadenhall Street, London, EC3A 3BP and is a European Company incorporated in England & Wales under Company number 1112892, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority for the conduct of business in the UK. HSF health plan is an intermediary acting on behalf of the policyholder dealing exclusively with Chubb European Group Limited. The entire administration of the Personal Accident benefits, which may include medical and other enquiries, is carried out by Chubb as soon as receipt of your claim has been acknowledged. The address and contact telephone number will be indicated in the acknowledgement letter.

#### **HSF Assist®**

There are no additional charges to use the services in HSF Assist (except for the cost of the phone call to the service). There is no limit on how many times you use the services except for face to face counselling. If you are advised by the telephone counselling service that you would benefit from face to face counselling, they can arrange for you to have a session or sessions with a local counsellor. HSF Assist will cover up to 6 sessions with a face to face counsellor which you will pay for and then claim back under the Practitioner category by submitting the receipts for the session(s) you have (up to a maximum of 6 per named person on the policy, for the lifetime of your policy). There is no limit on how many times you use the telephone counselling service.

# General terms and conditions

## Registration

Anyone aged 18 or over may join and cover will continue for life, if the policyholder so wishes, and if

- a) your premium payments are kept up to date via a payroll deduction arrangement with your employer or pension, or you pay your premiums directly to HSF health plan and
- b) the rules and conditions are adhered to.

Cover is provided continuously from year to year until it is cancelled or otherwise comes to an end. You will not receive renewal documentation unless we change the terms and conditions of your policy. When your application is processed you will receive a welcome pack. Upon its receipt you have 14 days in which to change your mind (telephone 1890 473 473 or write to HSF health plan, 5 Westgate Business Park, Kilrush Road, Ennis, Co Clare). You may also need to inform your pay office if deductions have started. If any premiums have been paid you will receive a full refund providing that no claims have been settled during this period.

## Waiting periods

Claims may be submitted as soon as three months has elapsed from your policy start date, unless stated otherwise. There is a longer period of 10 months for the Birth and Adoption Grant and this time also applies to other categories if the claim is related to pregnancy. Any restrictions, which are temporary (see paragraph below), include any conditions which existed or for which symptoms were present before your cover began; any development of existing conditions; any recurrence of conditions which have existed in the past; any hereditary, congenital or perinatal conditions which may already exist but which manifest symptoms only after cover commences and any which previously existed but were not disclosed. Until waiting periods have been served, it may also be necessary to refuse claims relating to a particular area or structure of the body where there has been a problem in the past unless medical advice indicates that there is no connection.

The above restrictions for pre-existing conditions are removed after set waiting periods from first registration or from the date of any increase in cover.

The set waiting periods are:

- a) On first registration: **5 years**, and
- b) For increases: **2 years**.

The set waiting period may be reduced for cover from registration (but not increases) where:

- i) Immediately prior to cover on this policy starting you were covered for the pre-existing condition under an HSF health plan policy in which case the previous level of cover will be maintained, or
- ii) Within 3 months prior to this policy starting you were covered by a policy from an insurer authorised by the Health Insurance Authority or HSF health plan in which case the set waiting period will be reduced by the premium paying period with that insurer before cover for the pre-existing condition will be provided at the previous level of cover;
- iii) At the time of making a claim using above you should request a reduction in the set waiting period. You will need to supply original written evidence regarding the nature, level and residual waiting period from your previous insurer.

Any claim for any benefit that relates to an accident can be made immediately once your policy has been issued. Should you need to claim during the Waiting Period as a result of an accident, you will need to include with your claim submission, details of the accident and any substantiating evidence that the treatment you received, for which you are claiming for, was a result of that accident.

Any Pre-existing health conditions will be taken into account as to the injuries sustained.

An accident is defined in our Personal Accident benefit.

## Restrictions

Claims cannot be accepted for anything related to plastic surgery and consultations / treatment for cosmetic reasons; addictions (eg misuse of alcohol or drugs); self harm or self inflicted injuries or HIV / AIDS. Conditions which begin during the three month period after cover commences should be notified in writing and you will then be advised if any restrictions apply. Optical, Dental, Chiroprody/Podiatry, General Practitioner/Emergency Department, Prescription, Personal Accident and HSF Assist are the only categories not subject to the pre-existing condition rules, although some Personal Accident benefits may be limited if a disability or medical condition existed before the accident.

No policyholder may be registered in more than a single scheme. These rules are based on the insurance principle of not being able to make a profit from the reimbursement of any expenditure.

## Change of address

Any change of address must be notified in writing to HSF so that our records remain up-to-date.

## Continuing cover when changing employment

Cover by HSF health plan does not need to cease when current employment ends. Enquiries should be made concerning the possibility of a deduction from pension, if you are retiring, or a payroll deduction facility from a new employer. If neither is possible or appropriate, then policyholders should contact HSF health plan to arrange a transfer to a Direct Scheme.

## Death of a policyholder

When a policyholder dies, any outstanding claims at the time of death will be settled as appropriate, payments being made on production of the required proof of entitlement.

## Maternity leave / unpaid leave

Policyholders should ensure that their payments continue to be made through this period. Please contact us to make arrangements for your premiums to be collected.

## Payment of premiums

Policyholders should check that payments have commenced in order that they are received regularly by HSF health plan. Policyholders who fall into arrears for more than six months will normally be required to rejoin under the usual conditions of enrolment. If your employer pays your premiums before assessment of PPS tax, you will be subject to tax on such premiums.



### Increasing premiums

Any existing policyholder is able to apply to increase to a higher value scheme by completing an application form.

Acceptance may be subject to a proviso or restriction and a waiting period for any new health condition which may have arisen. In transfers to any scheme, the periods before claims may be submitted are waived in all categories except the following: Birth and Adoption Grants; all other categories if the claim is associated with pregnancy; Eye Laser Treatment in the Dental and Optical category only when transferring from OS1 to a higher Scheme. If it is less than three months since the policy start date at the time of any scheme transfer all such periods will apply.

Claims related to medical conditions existing at the time of increasing or linked to previous medical conditions will be paid at the appropriate former scheme rate. There may be circumstances where categories are grouped together for flexibility (eg. Practitioners) when it is necessary to settle claims at a former scheme rate for all categories in that group.

### Decreasing or ceasing premiums

While it is possible to reduce premiums by transferring to a lower scheme, cover at the higher scheme should have been of at least six months' duration before such an application is made. Entitlement at the higher rate then ceases immediately upon transferring. If the maximum has been reached in any category in the higher rate scheme, there will be a period of six months before claims may be submitted under the new lower rate scheme. Cover at the new lower rate scheme must be of at least 12 months' duration before increasing or decreasing again.

Policyholders who wish to cease premiums should provide written notification to HSF health plan. Past premiums will not be refunded. Entitlement to claim will continue throughout any period of time covered by premiums. Any errors in premium payments must be notified to HSF health plan within two years of the occurrence for refunding to be possible.

### Claims

Claims must be made within six months of the date of the receipt, discharge from hospital, or of the accident taking place. It may be necessary to ask you for additional medical information in connection with any claim.

All payments are tax free and easy to claim with claim forms provided on request by telephoning 1890 473 473 or writing to HSF health plan, 5 Westgate Business Park, Kilrush Road, Ennis, Co Clare or by downloading from our website [www.hsf.ie](http://www.hsf.ie)

**Reimbursement of most claims is made on a rolling balance principle over any 12 consecutive months. This period starts from the date we pay your claim (not from your joining or scheme increase date or from a calendar year).**

**For example: an OS3 policyholder, after serving the waiting period, who has up to €450.00 to claim for dental/optical expenses in any 12 consecutive months, could have the following claim record:**

Date Claim Paid	Claim Paid Amount	Remaining Balance in the Scheme OS3 Dental/Optical Category
17 June 2018	€400.00	A balance of €50.00 remains.
5 October 2018	€50.00	Now a nil balance is left. The next available amount will be €400.00 on 17 June 2019.
11 August 2019	€250.00	A balance of €150 remains

**Within any consecutive 12 month period, the claim paid amount has not exceeded €450.00. After each claim is paid the amount becomes available again 12 months later.** Balances available in each category can be checked by telephoning the claims department who will give guidance on when to submit a claim. Also, see "MyPolicy" on page 23. Claims will only be accepted where accumulated receipts total €7 or more. Benefit payments which relate to amounts paid for a service provided will be up to 100% of the cost, depending on the maximum shown in the brochure. Payment will be by direct credit into your own bank account. **Claims will not be paid unless the appropriate premiums are up-to-date, even if the hospital stay or treatment date was before premiums fell into arrears.**

#### The receipts must:

- be originals, not photocopies/scanned;
- include the practitioner's stamp / name, qualifications and date of issue;
- include the patient's full name and address;
- state the type of service and items provided;
- be for a service for which payment has been met directly by the person registered under the cover.
- be for a service covered by the HSF health plan categories only and not for any insurance premiums paid to cover that service.

Receipts will be returned and they will be stamped to indicate that a payment has been made to the policyholder.

We cannot accept statements or summaries.

In circumstances where part or all of the amount stated on the receipt has been met by another organisation or insurance company, HSF health plan will limit or decline benefit payment to ensure that overall a policyholder does not receive more than the amount paid as to do so would be an illegal act.

**Claims cannot be accepted for treatment or services provided outside Ireland and the United Kingdom.** There are no such location restrictions under the Personal Accident categories. Should any overpayment be made in respect of any of the benefits, the amount in question will be set against any future claims, or a repayment may be requested. Any fee paid by a policyholder to a practitioner for any type of medical statement or to a hospital for a statement concerning admission /attendance cannot be reimbursed by HSF health plan. Claims cannot be accepted from service providers who are related to the insured person.

### Payment from Chubb for Personal Accident claims

Any money due will be paid to the policyholder, if living, otherwise to his / her personal representative(s) within 21 days of the claim being substantiated to the satisfaction of

Chubb.

Any receipt which the policyholder or anyone acting on the policyholder's behalf or his / her representative(s) may give to Chubb for benefits payable shall be deemed final and complete discharge of all liability of Chubb in respect of such benefit.

### General Conditions

Regardless of any amendments, the Birth and Adoption Grants will remain available to policyholders in the form outlined in the brochure for a minimum of 13 calendar months from the date of joining or changing schemes. This applies to all existing policyholders.

In the interest of the majority of the policyholders, the Board of Directors of HSF health plan reserve the right at renewal to:

- a) vary the premium rates by giving at least 28 days' notice to the policyholder's last known home address;
  - b) vary the range and rates of benefit and the conditions and terms relating thereto;
  - c) make amendments to these rules with such changes applying at the next renewal date;
- At other times the Board of Directors reserve the right to:
- d) refuse to settle the claim of any policyholder who is in breach of the rules and conditions, or has been unwilling to cooperate in the process of considering a claim;
  - e) take legal action against anyone who makes a fraudulent claim and terminate cover immediately;
  - f) take legal action against anyone who makes, or is associated with, a fraudulent claim and terminate cover immediately, and notify the employer accordingly;
  - g) use information provided on application and claim forms for the prevention and detection of crime;

### Advice and Reviews

HSF health plan is not authorised to provide advice and our Account Executives are only allowed to provide factual information on our products.

Applicants should carefully consider the schemes available to them and choose the scheme to suit their personal circumstances. Policyholders should regularly review their policy documents to ensure the scheme remains suitable for their circumstances.

### Remuneration of our Account Executives

Our Account Executives receive a salary and also receive a bonus based on sales and on meeting certain quality thresholds.

### Data Protection

Information which you provide to HSF health plan or Chubb at registration and in support of any claim will be used in the processing of claims and maintaining your records. The information may be passed to our service providers to assist in the continuity and provision of benefits and to third parties to prevent and detect fraud. You may request a copy of the details and information which we hold about you. You may apply to Data Request, HSF health plan, 5 Westgate Business Park, Kilrush Road, Ennis, Co Clare.

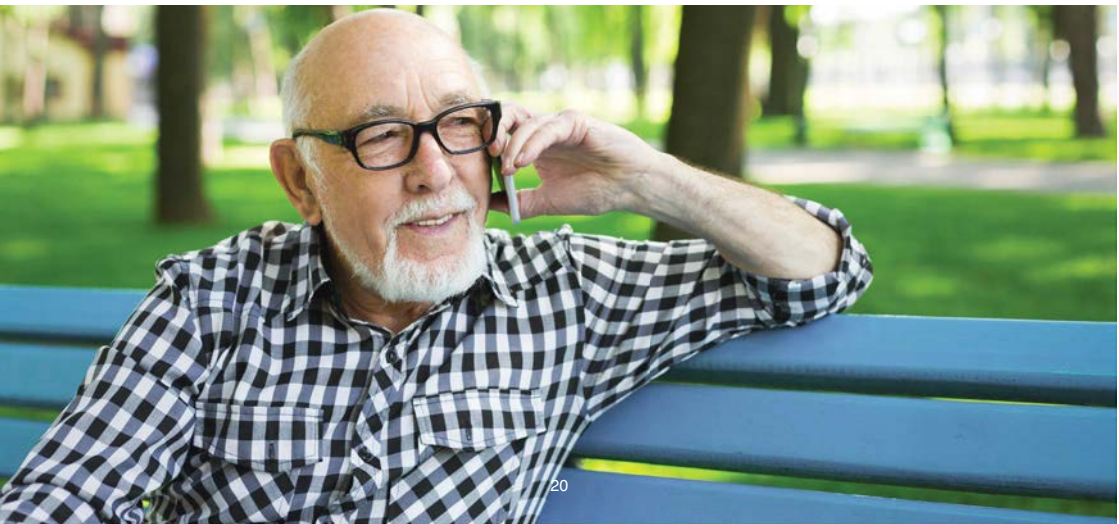
The Data Controller is HSF health plan.

You can contact the Data Protection Officer of HSF health plan by telephone on 1890 473 473 or in writing at HSF health plan, 5 Westgate Business Park, Kilrush Road, Ennis, Co Clare.

### Governing Law

Cover in your scheme within this HSF health plan will be governed by and interpreted in accordance with Irish Law. All terms and conditions and communications will be in English.

May 2018





## Changes to the data protection laws that affect you

This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you (“personal information”) and information that could not. In the context of the law and this notice, “process” means collect, store, transfer, use or otherwise act on information.

We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them, and will not inadvertently fall into the hands of a third party.

We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.

Our policy complies with the EU General Data Protection Regulation (GDPR).

The law requires us to tell you about your rights and our obligations to you in regards to the processing and control of your personal data.

### **Data Privacy Policy**

#### **What is GDPR?**

The General Data Protection Regulation (GDPR) is a new EU regulation. This new piece of legislation will replace the existing Data Protection Act 1998 and will place a greater accountability on organisations when using personal information and in turn give customers new rights. The GDPR applies to all organisations that offer products or services to customers that reside in the EU as well as those that collect data from customers based in the EU. Despite the UK planning to leave the EU, all UK companies still have to comply with the GDPR.

#### **What does this mean to you?**

There is no action required, but there are a few changes you should be aware of.

Under the GDPR, we have a legal duty to protect any information we collect from you. We use leading technologies to safeguard your data, and keep strict security standards to prevent any unauthorised access to it. Upon the demonstration of satisfactory identification evidence, you may request a copy of the information we hold about you.

#### **What information do we collect?**

##### **Health Cash Plan Applications**

If you make an application for a Health Cash Plan. We collect three types of information: your personal details (including those of your partner and any dependants), your medical details (including those of your partner and any dependants) and payment details.

##### **Personal details**

The personal details we collect are: your personal and contact details, including name, address, date of birth, company name and address (if applicable), email address and telephone numbers. We also collect the name and date of birth of your partner (if applicable) and any dependants (if applicable).

##### **Medical details**

The medical details we collect are: any conditions or illness you, your partner and any dependants may have had (or have) and the date any symptoms began.

A copy of this information is kept securely by HSF health plan and our technology suppliers, Microsoft Azure.

##### **Payment details**

The payment details we collect are Direct Debit or Credit Card information. Direct Debit or Credit Card information will

be used for automatic payments to be made from the account you provide. A copy of this information is kept securely by HSF health plan (and temporarily by our technology suppliers Microsoft Azure).

#### **Information about your Direct Debit**

When you agree to set up a Direct Debit arrangement, the information you give to us is passed to our own bank HSBC UK and Ulster Bank Ireland for processing according to our instructions. We do keep a copy.

#### **Sending a message to our support team**

When you contact us, whether by telephone, through our website or by e-mail, we collect the data you have given to us in order to reply with the information you need.

We record your request and our reply in order to increase the efficiency of our business.

#### **How we use your information and the legal basis**

When you make an application for a Health Cash Plan or otherwise agree to our terms and conditions, a contract is formed between you and us.

In order to carry out our obligations under that contract we must process the information you give us. Some of this information may be personal information.

We may use it in order to:

- verify your identity for security purposes
- sell products to you
- provide you with our services
- provide you with suggestions and advice on products, services and how to obtain the most from using our website

We process this information on the basis there is a contract between us, or that you have requested we use the information before we enter into a legal contract.

Additionally, we may aggregate this information in a general way and use it to provide class information, for example to monitor our performance with respect to a particular service we provide. If we use it for this purpose, you as an individual will not be personally identifiable.

#### **Who we share your information with**

HSF health plan may share your data with regulatory bodies when it is a legal requirement to do so for the purpose of monitoring and enforcing compliances;

- Financial Ombudsman Services
- Information Commissioners Office – UK
- Data Protection Commissioners - Ireland
- Fraud Prevention Agencies

We may also share aspects of your information on occasions with organisation to enable continuity of service, these include:

- Organisations that pay premiums on your behalf in line with the policy contract.
- IT Support

We may pass information to our service providers to assist in the continuity and provisions of benefits. At the time of writing, the providers are Chubb European Group Limited & Medical Solutions UK LTD, however this is subject to change.

#### **Implications of not providing data**

If you do not provide information we may not be able to:

- provide requested services to you;
- to continue to provide and/or renew existing products or services

We will tell you when we ask for information which is not a contractual requirement or is not needed to comply with our legal obligations.

#### **How to exercise your information rights including the right to object**

##### **Access to your Data**

You have the right to request a copy of all information about you held by HSF health plan.

##### **Data Portability**

You have the right to exercise your right to data portability in certain circumstances.

##### **What if you want us to stop using your personal information?**

You have the right to object to our use of your personal information, or to ask us to delete, remove, or stop using your personal information if there is no need for us to keep it.

There may be legal or other official reasons why we need to keep or use your data, but please tell us if you think that we should not be using it.

We may sometimes be able to restrict the use of your data. This means that it can only be used for certain things; if this is the case we would not use or share your information in other ways whilst it is restricted. You can ask us to restrict the use of your personal information if:

- It has been used unlawfully but you don't want us to delete it.

- You have already asked us to stop using your data but you are waiting for us to tell you if we can keep on using it. If you wish to exercise any of your above rights you can do so by contacting the Data Protection Officer.

##### **Verification of your information**

When we receive any request to access, edit or delete personal identifiable information we shall first take reasonable steps to verify your identity before granting you access or otherwise taking any action. This is important to safeguard your information.

#### **Right to complain**

Should you not be happy with the way we handle your personal data, you have the right to complain. You can do so by contacting the Data Protection Officer.

If your complaint reasonably requires us to contact a third party, we may decide to give to that third party some of the information contained in your complaint. We do this as infrequently as possible, but it is a matter for our sole discretion as to whether we do give information, and if we do, what that information is.

You also have a right to lodge a complaint with the supervisory:

UK: Information Commissioner Office

Ireland: Data Protection Commissioner

#### **Data Protection Officer contact details**

HSF health plan.

24 Upper Ground, London SE1 9PD.

Visit [www.hsf.ie](http://www.hsf.ie) to see full details.

# Access your policy, anytime with MyPolicy



## **MyPolicy - your personal online account manager**

We want you to make the most of your cover and with MyPolicy using your HSF health plan becomes easier and gives you the freedom to access your policy information any time of the day or night.


With HSF health plan MyPolicy you can check your benefit balances, download a claim form, check your scheme details and access information on your HSF Assist services.

Once your policy is issued, you can activate your MyPolicy account by visiting the website and entering your policy details.

You can see the balances of your benefit categories, any claims paid against those categories and you can download your policy terms & conditions.

There is a frequently asked questions section and the option to send a secure message to the claims team.





# your Questions Answered

**Q** Can I join at any age?

**A** Anyone aged 18 or over may join.

**Q** Can I increase to a higher scheme at any time?

**A** Yes, subject to terms and conditions.

**Q** Do I have to have a medical to join?

**A** No. You need only complete and sign the health declaration on the application form.

**Q** Why do you need medical information?

**A** In order to explain the cover you will receive, and any restrictions which may apply.

**Q** Do older people pay higher premiums?

**A** No, all ages pay the same rates.

**Q** How do I pay?

**A** Through a pay deduction facility operated by your employer.

**Q** Are benefits taxable?

**A** No. You keep all you receive from HSF health plan.

**Q** When can I make a claim?

**A** For most benefits claims will be accepted after 3 months, any exceptions are clearly indicated in the brochure.

**Q** How do I make a claim?

**A** Claim forms are available on request by telephoning the number indicated on the reverse of your certificate of cover or from our website.

**Q** How do I receive my money?

**A** By direct credit into your Bank account.

**Q** When would my cover begin?

**A** Cover begins on the date printed on your certificate of cover.

## How to join

- 1: Select the scheme which best suits your needs.
- 2: Complete the application form opposite.
- 3: Write all the medical information requested on page 26. (This will help us to explain the cover you receive but failure to do so will not affect your registration).
- 4: Complete the payroll deduction form on page 27.
- 5: Send both forms to the Ennis address printed at the bottom of the payroll deduction form on page 27 or hand them to a HSF health plan Account Executive – we will do the rest.

**A welcome pack will be sent to your home address and the date stated on the certificate will denote when your cover began.**

### Ireland Office

5 Westgate Business Park,  
Kilrush Road, Ennis, Co. Clare

**LoCall: 1890 473 473**

**Email: [customer@hsf.ie](mailto:customer@hsf.ie)**

**[www.hsf.ie](http://www.hsf.ie)**

### Head Office

24 Upper Ground, London SE1 9PD

Tel: 0044 20 7928 6662

Fax: 0044 20 7928 0446

# Application to join HSF health plan

THIS PART MUST BE COMPLETED IN ALL CASES

Date Received – HSF use				Policy No. – HSF use							

I apply to join HSF health plan at the weekly rate indicated (net of partial Standard Rate Tax Relief at source) (PLEASE TICK)

HSF AR Code **AR41**

<b>Scheme OS1</b>	<b>Scheme OS2</b>	<b>Scheme OS3</b>	<b>Scheme OS4</b>
€3.30	€6.60	€9.90	€13.20

Employer

Surname

Forename  Other Initials  Mr/Mrs/Miss Ms/Other

Address

Postcode

Email  Tel: Work

Date of birth Day  Month  Year  Tel: Home

PPS Number  Mobile

If already covered by HSF health plan please state:

Premium	Policy No. (if known)
<input type="text"/>	<input type="text"/>

*HSF health plan uses the information given above for its own purposes. Any communications which you may receive are directly related to HSF health plan services and those of the Hospital Saturday Fund.*

**By completing health information on the reverse of this form you will assist us in the administration of your policy. Failure to do so will not affect the registration.**

## Declaration

This application is made on behalf of myself (the policyholder). I confirm that no advice has been received regarding this application from HSF health plan or my employer. I agree to HSF health plan and Chubb holding data relevant to my scheme registration. I agree to abide by HSF health plan rules and conditions and the right of the Board of Directors to vary them and the range or rates of benefits or premiums if deemed necessary, with notice. I declare that all the information I have given on this application form is true and complete to my knowledge and belief and that if found to the contrary I understand that HSF health plan may need to impose some restrictions on my cover.

Signature **X**

Date

How did you hear about HSF health plan?

TEAR ALONG PERFORATION

## Medical information

Your cover has to be based on the information you supply on the whole of this application form. You must be satisfied that it is correct to the best of your knowledge and belief. To withhold or fail to disclose relevant facts (or to knowingly give false information) about the health and / or treatments could affect the benefits we are able to offer or could seriously influence your cover in the event of a claim. To give false information could be considered to be a fraudulent act and lead to termination of cover.

Please state any long term / chronic / congenital conditions even if at present under control. PLEASE TICK BOX (if using 'Other' section, please state conditions in full and avoid abbreviations).

<input type="checkbox"/> Transferring from another insurer? PLEASE SUPPLY DETAILS	
--	--

Condition/Illness	Date symptoms began
<input type="checkbox"/> Arthritis PLEASE STATE PART(S) OF BODY AFFECTED BELOW ..... <input type="checkbox"/> Asthma/Chest problems <input type="checkbox"/> Diabetes <input type="checkbox"/> Epilepsy <input type="checkbox"/> Kidney disease <input type="checkbox"/> Liver disease <input type="checkbox"/> Raised blood pressure/Angina <input type="checkbox"/> Congenital (conditions from birth) PLEASE STATE ..... <input type="checkbox"/> Clinical Obesity <input type="checkbox"/> Other PLEASE STATE .....	

Please list other illnesses / operations, either current or in the past (stating conditions in full and avoid abbreviations). Also list any medication being taken currently and state the condition / illness requiring the treatment.

Condition/Illness	Date symptoms began
Signature	Date

# Authority for deduction from pay for HSF health plan

Policy No. – HSF use							

This is the scheme I wish to join and have the amount indicated deducted from my pay/pension (net of partial Standard Rate Tax Relief at source) (PLEASE TICK)

<i>Scheme OS1</i>	<i>Scheme OS2</i>	<i>Scheme OS3</i>	<i>Scheme OS4</i>
€3.30	€6.60	€9.90	€13.20

Employer

Surname

Forename  Other Initials  Mr/Mrs/Miss Ms/Other

PLEASE COMPLETE THE SECTIONS BELOW WHICH ARE APPLICABLE TO YOUR PARTICULAR EMPLOYER

Departments / Branch / Location

PPS Number

Pay No. / Pension No.

Pay / Pension Office

This authority replaces the existing authority for deductions of 

€	C

 New deduction 

€	C

 Company premium (if applicable) 

€	C

Pay frequency PLEASE TICK

Weekly  Fortnightly  Four weekly  Monthly

I authorise my employer to deduct from my pay / pension the above sum (or such future amounts as apply for my cover), and remit to HSF health plan. If my pay / pension is not paid for any reason any premium arrears should be deducted when my income resumes.

Signature  X Date

Your pay department will commence deductions as soon as possible after receipt of this mandate form from HSF health plan. **Your pay advice should be checked to ensure that this request has been correctly applied.**

Recorded in Wages Dept.	Initials	Date
	<input type="text"/>	<input type="text"/>

Noted by HSF	Initials	Date	New
	<input type="text"/>	<input type="text"/>	Change

To: **HSF HEALTH PLAN**  
**FREEPOST**  
**5 Westgate Business Park**  
**Kilrush Road**  
**Ennis**  
**Co Clare**

TEAR ALONG PERFORATION



# Benefits for everyone's health

## **Ireland Office**

5 Westgate Business Park,  
Kilrush Road, Ennis, Co. Clare  
LoCall: 1890 473 473  
Tel: 065 6799900  
Email: [customer@hsf.ie](mailto:customer@hsf.ie)  
[www.hsf.ie](http://www.hsf.ie)

## **Head Office**

24 Upper Ground, London SE1 9PD  
Tel: 0044 20 7928 6662  
Fax: 0044 20 7928 0446



May 2018 CM0023 ROI ONE Scheme

HSF health plan Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the UK, with the Department of Health and Children and The Health Insurance Authority in Ireland.