



Please fill in the whole form using a BLACK BALLPOINT PEN, in BLOCK CAPITALS and send to: **FREEPOST RTCC-YJUK-JLZB, Benenden Health, Holgate Park Drive, York, YO26 4GG**

This form is used for (please tick all that apply):

- 1. Adding or removing family and friends to my membership
- 2. Setting up a Direct Debit payment instruction
- 3. Updating personal details

### 1. Fill in your personal details

Title Dr  Mr  Mrs  Miss  Ms

Surname \_\_\_\_\_

Full forenames \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Date of birth dd / mm / yyyy Gender Male  Female

Email address \_\_\_\_\_

Tel no. mobile \_\_\_\_\_

Tel no. home \_\_\_\_\_

Membership number (if known) \_\_\_\_\_

### Add/remove family and friends 1st person

I'd like to Add  Remove  Update  (please tick one)

Title Dr  Mr  Mrs  Miss  Ms

Surname \_\_\_\_\_

Full forenames \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Date of birth dd / mm / yyyy Gender Male  Female

Relationship to main member \_\_\_\_\_

Email address \_\_\_\_\_

Tel no. mobile \_\_\_\_\_

Tel no. home \_\_\_\_\_

Membership number (if known) \_\_\_\_\_

Our Privacy Notice can be found at [benenden.co.uk/privacy-policy](http://benenden.co.uk/privacy-policy) or can be requested by calling us. This notice outlines how we use your data and also allows us to undertake a number of marketing activities. If you wish to object to these activities please refer to our Privacy Notice or log onto the Benenden Health member area [my.benenden.co.uk](http://my.benenden.co.uk)

### Add/remove family and friends 2nd person

I'd like to Add  Remove  Update  (please tick one)

Title Dr  Mr  Mrs  Miss  Ms

Surname \_\_\_\_\_

Full forenames \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Date of birth dd / mm / yyyy Gender Male  Female

Relationship to main member \_\_\_\_\_

Email address \_\_\_\_\_

Tel no. mobile \_\_\_\_\_

Tel no. home \_\_\_\_\_

Membership number (if known) \_\_\_\_\_

### Add/remove family and friends 3rd person

I'd like to Add  Remove  Update  (please tick one)

Title Dr  Mr  Mrs  Miss  Ms

Surname \_\_\_\_\_

Full forenames \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Date of birth dd / mm / yyyy Gender Male  Female

Relationship to main member \_\_\_\_\_

Email address \_\_\_\_\_

Tel no. mobile \_\_\_\_\_

Tel no. home \_\_\_\_\_

Membership number (if known) \_\_\_\_\_

### 2. Member declaration

I understand that all my nominations and associated contributions, including any that I currently have on my membership, shall continue in force until I notify The Benenden Healthcare Society Limited. I understand that by nominating the people above, my contributions will be amended to reflect the appropriate level of payment. I agree to uphold the mutual ethos and values and will keep to the rules of the Society.

|           |                        |  |                       |
|-----------|------------------------|--|-----------------------|
| Signature | Date<br>dd / mm / yyyy | <b>For Benenden Health use only</b><br>Membership number | Code<br><b>DDCORP</b> |
|-----------|------------------------|--|-----------------------|

**Please complete the reverse**

Please note that your call may be recorded for our mutual security and for training and quality purposes.  
 \* Lines are open 8am-5pm Monday to Friday (except bank holidays).  
 \*\* Lines are open 9am-5pm Monday to Friday (except bank holidays). Please see our website for the most up to date opening times.  
 Benenden Health is a trading name of The Benenden Healthcare Society Limited. The Benenden Healthcare Society Limited is an incorporated Friendly Society, registered under the Friendly Societies Act 1992, registered number 480F. The Society's contractual business (the provision of tuberculosis benefit) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, FRN 205351. Verify our registration at [register.fca.org.uk](http://register.fca.org.uk). The remainder of the Society's business is undertaken on a discretionary basis. No advice has been given. If in doubt as to the suitability of this product, you should seek independent advice. Registered Office: The Benenden Healthcare Society Limited, Holgate Park Drive, York, YO26 4GG.

### 3. Fill in your Direct Debit details

Please ensure your name, address and bank details are accurate and match the details on your bank statement.

#### Instruction to your bank or building society to pay by Direct Debit



Service User Number **8 5 0 4 8 4**

Please fill in the whole form and send to: **FREEPOST RTCC-YJUK-JLZB, Benenden Health, Holgate Park Drive, York, YO26 4GG.**  
Name and full postal address of your bank or building society:

|                              |  |                       |          |
|------------------------------|--|-----------------------|----------|
| The Manager                  |  | Bank/Building Society |          |
| Address                      |  |                       |          |
|                              |  |                       | Postcode |
| Name(s) of Account Holder(s) |  |                       |          |

|                      |                                      |                      |
|----------------------|--------------------------------------|----------------------|
| Branch Sort Code     | Bank/Building Society Account Number | Reference            |
| <input type="text"/> | <input type="text"/>                 | <input type="text"/> |

#### Instruction to your Bank or Building Society

Please pay The Benenden Healthcare Society Limited Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with The Benenden Healthcare Society Limited, and, if so, details will be passed electronically to my Bank or Building Society.

|              |                          |
|--------------|--------------------------|
| Signature(s) | Date<br>/ / (DD/MM/YYYY) |
|--------------|--------------------------|

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

This is not part of the instruction to your bank or building society and must be detached by The Benenden Healthcare Society Limited before submission to the paying bank.

#### Important information

- This membership meets the demands and needs of someone who is looking for access to healthcare services such as Medical Diagnostics, Medical Treatment, Physiotherapy, 24/7 GP and Mental Health helplines.
- We're not a private medical insurer. We provide healthcare services on a discretionary basis, except treatment for TB, which is provided on an insured basis. Our services are reviewed regularly and are subject to the resources we have available. In some cases, provision of service can be dependent on factors such as GP referral, NHS wait times and the type of treatment required.
- There are exclusions, limits, restrictions and qualifying periods for some services that apply. For full information about us and our services please refer to the **Guide to Benenden Healthcare** which is available on our website [benenden.co.uk/importantinformation](http://benenden.co.uk/importantinformation) or on request by calling 0800 414 8100\*.
- The services are only available to you within the UK apart from the 24/7 GP and 24/7 Mental Health telephone helplines which can be accessed from around the world.
- We're not able to pay for services obtained before we've given our authorisation (with the exception of 24/7 GP and Mental Health helplines and Mental Health Support).
- Benenden Health is a trading name of The Benenden Healthcare Society Limited. Benenden Healthcare is offered by The Benenden Healthcare Society Limited, which is an incorporated friendly society, registered under the Friendly Societies Act 1992, registered number 480F. The Society's contractual business (the provision of tuberculosis benefit) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The remainder of the Society's business is undertaken on a discretionary basis. Financial Services Register number is 205351. This can be verified on the FCA's website at [www.fca.org.uk/register](http://www.fca.org.uk/register).
- Membership is available to anyone over the age of 16 who is normally a resident in the UK. Members can add friends and family to their membership regardless of their age.
- The cost of membership is reviewed regularly, and members will be notified of any increase agreed in advance of the change taking effect.
- We regularly review our services and make amendments from time to time. Should we make any changes to our services, we'll inform our members through our website, Be Healthy magazine, or other forms of direct communications.
- Members have 14 days, from the day they receive their membership pack after joining, to cancel their membership. Any payments made in this time will be refunded. All cancellations after the initial 14-day period will take effect and payments will cease at the end of the month in which the cancellation is received. If the membership contribution was paid annually in advance, the membership will cease at the end of the month in which we receive the cancellation request,

and we'll reimburse the cost of the number of full months remaining on the annual payment.

- Your membership will continue for as long as contributions are paid.
- If you have cause to make a complaint, please contact us. You can call us on 0800 414 8100\*, message on our website at [benenden.co.uk/contact-us](http://benenden.co.uk/contact-us) or write to us. If you're still unhappy after we've investigated your complaint through our internal complaints procedure (available on our website), you may be able to refer your complaint to the Financial Ombudsman Service. You can contact them at the address below and they'll be able to advise you whether it's appropriate for them to review your complaint. Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or call 0800 023 4567. Calls are free from mobiles and landlines. [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk). If the Financial Ombudsman Service is unable to review your complaint, we can direct you to an alternative dispute resolution service. Please contact us at [complaints@benenden.co.uk](mailto:complaints@benenden.co.uk) if you'd like more information.
- We don't provide advice regarding the suitability or otherwise of Benenden Healthcare for that individual. If you're unsure about whether membership is suitable for you, you should seek independent advice.
- Our staff are salaried and may receive a bonus based partly on sales activity and partly on non-sales activity.
- All communications will be in English. The laws of England will apply.
- Members may become actively involved in how the Society is run by participating in our democracy. When you become a Benenden Health member, you're automatically allocated to a Benenden Health Community through which members are able to have their say. You'll also be able to participate in key business decisions via Direct Member voting, which takes place every year ahead of the Society's Conference. You can get involved or find out more at [benenden.co.uk/have-your-say/](http://benenden.co.uk/have-your-say/) or you can email [thesecretary@benenden.co.uk](mailto:thesecretary@benenden.co.uk)

#### How much will it cost?

| Contribution rates  | Monthly                     |
|---|-----------------------------|
| Member only   | Paid by or through employer |
| <b>PLUS 1</b>   | £15.50                      |
| <b>PLUS 2</b>   | £31.00                      |
| <b>PLUS 3</b>   | £46.50                      |
| If you'd like to add more than three people to your membership simply call us on 0800 414 8470**. |                             |

This guarantee should be detached and retained by the payer.

#### The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, The Benenden Healthcare Society Limited will notify you five working days in advance of your account being debited or as otherwise agreed. If you request The Benenden Healthcare Society Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by The Benenden Healthcare Society Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when The Benenden Healthcare Society Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

