

# Corporate – Services made available to you

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## **How can I track the progress of my claim?**

We will process your claim as quickly as possible. You can check the progress of claims\* you have made via our [MembersWorld](#) website or by contacting General Enquiries on +44 (0) 1273 323 563.

## **How can I contact Bupa International?**

As a Bupa International member, you can call our Medical Centre at any time of the day or night, and day of the year, and speak to medically trained people who understand your situation and can give you the healthcare advice, support and assistance you need.

We also have a team of expertly trained people ready to help with any general enquiries you may have.

Medical Centre: +44 (0)1273 333 911

General Enquiries: +44 (0)1273 323 563

Email us via our [MembersWorld website](#)

## **What is your complaints process?**

We are always pleased to hear about aspects of your membership that you have particularly appreciated, or that you have had problems with. If something does go wrong, here is our simple procedure to ensure your concerns are dealt with as quickly and effectively as possible.

### **Getting in touch**

If you have any comments or complaints, you can call the Bupa International customer helpline on +44 (0) 1273 323563, 24 hours a day, 365 days a year. Alternatively, you can email via [www.bupa-intl.com/membersworld](http://www.bupa-intl.com/membersworld), or write to us at:

Bupa International

Russell Mews

Brighton

BN1 2NR

UK

We want to make sure that members with special needs are not excluded in any way. For hearing and speech impaired members who have a textphone, please call +44 (0) 1273 866557.

We also offer a choice of Braille, large print, or audio for our letters and literature. Please let us know which you would prefer.

### **Taking it further**

If we have not been able to resolve the problem and you wish to take your complaint further, please call the Bupa International customer helpline on +44 (0) 1273 323 563 or write to the Head of Customer Relations at:

Bupa International

Russell Mews

Brighton

BN1 2NR

UK

It's very rare that we can't settle a complaint, but if this does happen, you may refer your complaint to the Financial Ombudsman Service.

You can:

write to them at:

South Quay Plaza

183 Marsh Wall

London

E14 9JR

Call them on:

0845 080 1800 (from inside the UK only)

+44 (0) 20 7964 1000 (from outside the UK)

Find details at their website:

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Please let us know if you want a full copy of our complaints procedure. (None of these procedures affect your legal rights).

### **Can I access my plan online?**

Yes, as a Bupa International member you will have access to our [MembersWorld](#) website where you can:

- view your policy
- update your personal details
- track the progress of your claims\*
- make payments online
- search our international hospital directory

- download claim forms and other useful documents
- talk to us online using our free Webchat service

**As a group secretary, can I manage the group plan online?**

Yes, as a group secretary of a Company policy, you will have access to our [CorporateWorld](#) website where you can:

- manage employee details
- manage payment details
- access useful documents such as membership guides and claim forms