

Staffordshire Police Federation

Group insurance scheme for Police Staff
and their partners



GeorgeBurrows
A Gallagher Company



1 April 2025

Useful contacts

Federation Office

Tel: 01785 242215

Email: info@staffordshire.polfed.org

RAC Motor Breakdown Assistance (Reference X807)

Tel (UK): 0330 159 0277

Tel (Europe): 00 33 472 43 52 55

Best Doctors

Tel: 0800 085 6605

Web: <https://bestdoctors.com/united-kingdom/>

GP Care on Demand (Code: STAFF2019)

Tel:+44 (0) 203 499 4891

Virtual Physio

Tel: +44 (0) 203 499 4891

Email: PhysiotherapyUK@teladochealth.com

Mobile Phone/Gadget

Tel: 0333 188 2257

George Burrows

Tel: 01403 327719

Email: info@georgeburrows.com



Schedules of benefits

Employee (under age 70)	Benefits
Life Assurance	£50,000
Advance of benefit on terminal prognosis (<i>age 68 and under</i>)	20% of sum assured
Child Death Grant (<i>aged between 6 months and 17 years</i>)	£3,000
Best Doctors Service (<i>Children up to age 21, 25 if in full time education</i>)	Family cover
GP Care on Demand (<i>Children up to age 21, 25 if in full time education</i>)	Family cover
Virtual Physio	Family cover
Children over the age of 18, (<i>up to 21 or 25 if in full-time education</i>)	
Critical Illness Insurance	£5,000
Child Critical Illness cover (<i>under 18 years, or under 22 years if still in full time education</i>)	£1,000
Personal Nurse Service	Included
Personal Accident Benefits	Member only
<i>(See table on page 10 for summary of benefits provided)</i>	
Sickness Benefit (<i>per week, up to 52 weeks</i>)	£50
RAC Motor Breakdown Assistance (<i>UK & European</i>)	Member only
Mobile phone and Gadget Insurance	Member only
Calendar monthly premium:	£13.55
<i>*The premium includes Insurance Premium Tax (IPT) and the Federation's administration fee</i>	

Partner (under age 70)	Benefits
Life Assurance	£25,000
Advance of benefit on terminal prognosis (<i>age 68 and under</i>)	20% of sum assured
RAC Motor Breakdown Assistance (<i>UK & European</i>)	Member only
Mobile phone and Gadget Insurance	Member only
Calendar monthly premium:	£7.29*
<i>*The premium includes Insurance Premium Tax (IPT) and the Federation's administration fee</i>	

Important information

Please take time to read through this booklet. It is not a policy document, it is a summary outlining the cover and services included in the scheme. Full details of cover, including the limitations, exclusions, and the terms and conditions can be found in the policy wordings which are available from the Federation and should be read carefully.

We offer a non-advised product which means we can't give you a personal recommendation in respect of this scheme but can outline the features and benefits so you can decide whether the cover suits your needs. This scheme meets the demands and needs of those who wish to provide protection for the circumstances outlined in this booklet at the levels described in the schedules.

Joining the scheme

1. Employees may join the scheme provided they are under age 60, actively at work, and have not been absent from work due to ill-health or injury at any time during the eight weeks preceeding the application to join.
2. Partners may join the scheme at the same time as a new employee or within three months of either marrying or qualifying as an employee's partner*. Partners who wish to join at any other time may do so provided they are able to satisfy the Health Declaration detailed in the applicable partner application form. **Partner cover will cease immediately when an employee leaves the scheme or when the employee or the partner attain age 70, whichever happens first.**

**Definition of partner - a partner is defined as your legal spouse or civil partner. If you are not married or you do not have a civil partner, a person who is co-habiting with you and has done so for at least six months prior to joining the scheme and is financially dependant or interdependent with you.*

Payment of premiums

Premiums are collected monthly by salary/pension deduction unless alternative arrangements have been agreed. Monthly subscription payments must be maintained in order to remain a member of the scheme and to qualify for benefits.

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

Prior to any of the above applying you will need to contact the Federation to discuss whether cover can continue and to arrange premium payment throughout the applicable period.

Transfer, resignation or dismissal

Employees who transfer to another force, resign or are dismissed from the police service are not eligible to remain in the scheme and all cover, including partner membership, will cease.

Retirement from the Police Service

All cover, including partner membership, ceases upon retirement from the police service.

How to cancel your cover

In the event that you need to cancel your cover, **please notify the Staffordshire Police Federation via email: info@staffordshire.polfed.org**

How to make a claim

Unless otherwise specified in this booklet please **contact the Staffordshire Police Federation on: 01785 242215 to make a claim**. Claims should be reported as soon as practicable and, if possible, within 30 days of the incident/diagnosis. The onus is on the member to notify a claim, it is not the responsibility of the Federation to make a member aware of their entitlement to claim.

Scheme benefits

This section gives a brief explanation of the benefits included in the scheme. Full details of cover, terms and conditions can be found in the policy wordings which are available from the Staffordshire Police Federation, and take precedence.

Life assurance

Life assurance benefit is payable on the death, by any cause, of the member or their subscribing partner **up to the age of 70 years**.

The payment is made to the 'Trustees of the Staffordshire Police Federation' and the money is then dispersed by the Trustees under the terms of the "Trust Deed" which would normally be the member's chosen beneficiary. This means that the benefit does not form part of the member's estate and is not, under current legislation, subject to inheritance tax. It is therefore important to keep the beneficiary details up to date.

Terminal illness benefit

If a member is age 68 and under is diagnosed as having an illness or injury from which he or she is expected to die within 12 months, they may apply for an advance of 20% of the life assurance benefit. The amount advanced will be deducted from the settlement on death.

Child death grant

This benefit is paid upon the death of a dependent child aged between six months and 17 years.

24 hour telephone helplines

Bereavement counselling: **0800 912 0826** - confidential support with unlimited telephone access.

Probate advice: **0808 164 3079** - specialist legal advice on all aspects of obtaining probate.

Best Doctors

The Best Doctors service provides the reassurance of a confidential expert second medical opinion if a member, partner or their resident dependent children up to age 21 (25 if still in full time education) are facing a worrying medical condition.

Best Doctors work in conjunction with the patient and their doctor to ensure diagnosis and treatment are correct, providing an independent and comprehensive assessment report. They work with a worldwide panel of specialists.

Unlimited access to the Member Care centre is included, providing a confidential telephone based helpline, which is available 24 hours a day, 7 days a week, throughout the year.

Call: **0800 085 6605** for Best Doctors medical support.

Or visit: <https://bestdoctors.com/united-kingdom/> for healthcare advice and the Best Doctors video library, with over 300 colour videos giving detailed explanations about medical conditions, treatments and testing.

Follow the steps below to access Best Doctors online:

- Visit: <https://bestdoctors.com/united-kingdom/>
- Click 'Member Portal'
- Click 'Create a Profile'
- Complete First and Last Name
- Under the drop down 'How do you have access to Best Doctors' select 'Employer'
- Under Employer field, input 'Staffordshire Police Federation'
- Complete all other personal information details and create your password
- Click 'Verify Email'
- Next you will receive an email link requesting you to 'Confirm your Email'
- Once confirmed, you will have access to Best Doctors online.
- Use your email address and password to sign in and access the service thereafter

Please note: Best Doctors services are not available in respect of mental health related conditions.

GP Care on Demand

The GP Care on Demand service provides the subscribing member and their resident family with unlimited access to a GMC licensed practicing GP from the comfort of their home or workplace.

You can conveniently schedule a video consultation or request a telephone call back consultation from an experienced GP who'll take the time to support your individual needs. Where appropriate, they will be able to issue an open private specialist referral letter or a private prescription.

If it is identified you will benefit from a second medical opinion the doctor will support you by connecting to the Best Doctors® service which has a network of over 50,000 world leading specialists to review your case in full and help support some of the most important decisions you may have to make around your health.

Brought to you by Teladoc Health, a world leader in virtual care, you can use the GP service when you are abroad to access doctors who are practiced in supporting patients wherever they are in the world.

Key benefits:

- 24/7, 365 days a year, worldwide access
- Connect via the App, or simply call
- Discuss all aspects of your physical and mental wellbeing
- Unlimited consultations; you can use the service as much as you need
- Connect with a high quality GP* who has the time to listen and to help you

To arrange an appointment simply download the 'Care on demand' App** create an account and book a consult:

Apple Store: <https://apps.apple.com/gb/app/care-on-demand/id1481628208?ls=1>

Google Play: <https://play.google.com/store/apps/details?id=com.advancemedical.careondemand>

Use code: STAFF2019

Or you can call: +44(0) 203 499 4891

No pre-existing medical condition exclusion or age limit applies.

*Teladoc GP's are carefully selected and actively practicing medicine. They have over 6 years professional experience, undergo quarterly appraisals and continuous training.

**As part of Care Quality Commission (CQC) regulations patients, when engaging the service for the first time, will be asked to go through a positive ID process.

GP Care on Demand is provided by Teladoc Health, Inc.

Teladoc, Inc. is a telemedicine company that uses telephone and videoconferencing technology to provide on-demand remote medical care via mobile devices, the internet, video and phone.
www.teladoc.com

Online Virtual Physio Service

The Virtual Physiotherapy service offers quick, easy access to our chartered Physiotherapists via video or phone, without the need for a GP referral. This service is available to members and their partners, residing children over 18, up to 21 (25 if still in full time education).

Our Physiotherapy service offers personalised, evidence-based care from the comfort of your home, providing expert rehabilitation for a wide range of musculoskeletal conditions.

- Flexible scheduling 5 days a week
- Bookings accessible via the COD app
- Initial assessment and follow up sessions to support your recovery
- Services provided by HCPC Registered Physiotherapists with more than five years' experience

The combination of Physiotherapy and real-time AI motion tracking enhances rehabilitation, providing personalised data driven treatment plans that improve recovery outcomes. Our system analyses over 100 points on the body to enhance the efficiency of rehabilitation and provide real time feedback on form and technique. This advanced tool integration empowers patients with better insights into their recovery whilst reporting on compliance, aiding decision making for the Physiotherapists and creating a collaborative treatment journey.

To arrange an appointment simply [download the 'Care on demand' App**](#) create an account and book a consult:

Apple Store: <https://apps.apple.com/gb/app/care-on-demand/id1481628208?ls=1>

Google Play: <https://play.google.com/store/apps/details?id=com.advancemedical.careondemand>

Use code: **STAFF2019**

To arrange an appointment simply call: **+44(0) 203 499 4891**

or email: PhysiotherapyUK@teladochealth.com

No pre-existing medical condition exclusion or age limit applies.

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www.teladoc.com

Critical illness

The scheme benefits will be payable if a police employee or their child (under 18 years old, or under 22 years old if they have remained in full time education) suffers from an insured illness and survives for more than 14 days from the date of diagnosis or surgery.

Insured illnesses*

- Alzheimers Disease - *resulting in permanent symptoms*
- Aorta Graft Surgery - *for disease*
- Aplastic Anaemia - *with permanent bone marrow failure*
- Bacterial Meningitis - *resulting in permanent symptoms*
- Balloon Valvuloplasty
- Benign Brain Tumour - *resulting in permanent symptoms*
- Benign Spinal Cord Tumours
- Blindness - *permanent and irreversible*
- Cancer - *excluding less advanced cases*
- Cardiac Arrest
- Cardiomyopathy - *of specified severity*
- Coma - *resulting in permanent symptoms*
- Coronary Artery Bypass Grafts - *with surgery to divide the breastbone*
- Creutzfeldt-Jakob Disease - *resulting in permanent symptoms*
- Deafness - *permanent and irreversible*
- Dementia/Pre-senile Dementia - *resulting in permanent symptoms*
- Encephalitis - *resulting in permanent symptoms*
- Heart Attack - *of specified severity*
- Heart Valve Replacement or Repair - *with surgery to divide the breastbone*
- HIV Infection - *contracted in the EU, Channel Islands or Isle of Man from a blood transfusion, physical assault or at work*
- Kidney Failure - *requiring dialysis*
- Liver Failure - *irreversible*
- Liver Failure - *irreversible*
- Loss of Hands or Feet - *permanent physical severance*
- Loss of Independent existence - *permanent and irreversible*
- Loss of Speech - *permanent and irreversible*
- Major Organ Transplant
- Motor Neurone Disease - *resulting in permanent symptoms*
- Multiple Sclerosis - *with persisting symptoms*
- Open Heart Surgery - *with surgery to divide the breastbone*
- Paralysis of Limbs - *total and irreversible*
- Parkinson's Disease - *resulting in permanent symptoms*
- Primary Pulmonary Hypertension - *of specified severity*
- Progressive Supranuclear Palsy - *resulting in permanent symptoms*
- Pulmonary Artery Surgery - *with surgery to divide the breastbone*
- Respiratory Failure - *resulting in breathlessness even at rest*
- Rheumatoid Arthritis - *of specified severity*
- Stroke - *resulting in permanent symptoms*
- Systemic Lupus Erythematosus (SLE)
- Terminal Illness
- Third Degree Burns - *covering at least 20% of the body surface area*
- Traumatic Head Injury - *resulting in permanent symptoms*

*A pre-existing condition exclusion applies together with other terms and conditions.

Full details including the limitations, exclusions, terms and conditions can be found in the policy wording, which should be read carefully.

Claims must be submitted within 90 days of the date of diagnosis.

Cover ceases on retirement or at age 70, whichever happens first.

Personal Nurse Service

Emotional and practical support for Serving members and their immediate family upon submission of a Critical illness claim.

The Personal Nurse Service provides long-term practical and emotional support over the phone with the same qualified nurse, for as long as it's needed.

Features

- Long-term emotional support over the phone
- Detailed explanations of the condition and what treatment options are available
- Help to prepare for consultant appointments
- Guidance on sourcing suitable equipment and medical aids
- Advice on how to make the most out of the NHS, specialist charities and social services
- Support for the employee's family to help them cope with the consequences of illness
- Sign-posting to self-help groups and to local or national charities
- A friendly, familiar voice – the same qualified nurse will be there from start to finish

Who can use the service?

Immediate family members of the claimant, which includes their spouse, partner, parents, siblings or children under 21, in full time education, who live at the same address.

Using Personal Nurse Service

Claimants must tick the box on page 11 of their personal statement when submitting a critical illness claim. They'll be contacted by their personal nurse within 48 hours.

Personal Nurse Service Contact details

Tel: **0345 606 0708**

Email: groupcsc@canadalife.co.uk

Website: <https://www.canadalife.co.uk/workplace-protection/support-services/personal-nurse-service/>

Sickness benefit

Applicable to police employees only, sickness benefit is payable if, due to ill health, you have been absent from work for 26 weeks and your pay has been reduced.

Payments commence on the 28th day after your pay has been reduced and are payable every 28 days for a maximum of 52 weeks or until you return to work, or leave the employment of the Force, whichever occurs first.

Sickness benefit

Police employee - £50 per week

Note: If full pay is reinstated and backdated, benefits received in respect of the applicable period must be repaid to the insurers.

Claims are settled by George Burrows and paid direct to the member's bank account.

Personal accident

24 hour, worldwide, personal accident cover is provided for police employees only.

Permanent total disablement (PTD)*

PTD means disablement which entirely prevents the insured person from attending to any business or occupation for 12 months and which, after that time, is beyond hope of improvement. PTD cover is applicable to disablement caused by bodily injury sustained as a result of an accident.

Permanent total loss of sight (in one or both eyes), limb(s), hearing or speech*

If, as a result of bodily injury sustained from an accident, you suffer permanent total loss of sight, limb(s), hearing or speech, a benefit payment will be made to you.

Personal accident benefits

Permanent total:

Disablement	£50,000
Loss of sight in one or both eyes	£5,000
Loss of hearing in one or both ears	£5,000
Loss of one or more limbs	£5,000
Loss of speech	£5,000

Full details of cover, including the limitations, exclusions and terms and conditions can be found in the policy wording, which should be read carefully.

*All occurring within 24 months of the date of the accident.

RAC Motor breakdown assistance

Cover is provided for police employees and their subscribing partners. It applies in the event of the mechanical breakdown of a private vehicle* in which you are a driver or a passenger.

It is important that you read the IPID document and we recommend that you retain a copy in your vehicle. Copies of the IPID document are available to download from the Federation website. If you have any questions about your cover please contact George Burrows on: **01403 327719** or by email: info@georgeburrows.com

Cover includes:

- | | |
|--------------------------------|-----------------|
| ✓ Roadside | ✓ At Home |
| ✓ Recovery | ✓ Onward Travel |
| ✓ European Motoring Assistance | ✓ Mis - Fuel |

Full details of cover including the limitations, exclusions, terms and conditions can be found in the policy wording, which should be read carefully.

*Qualifying vehicles

A car, motorcycle 49cc or over in the UK or 121cc or over in Europe**, motorhome, minibus fitted with not more than 17 seats including driver, light van, estate car, MPV or 4X4 sport utility vehicle that conforms to the following specification: maximum legal laden weight of 3,500kg (3.5 tonnes), maximum overall dimensions of 6.4 metres length, height 3 metres, width 2.55 metres (all including any load carried).

What to do if you breakdown

If you breakdown in the UK please call your dedicated Federation number:

Tel: **0330 159 0277** and quote reference **X807**

If you breakdown in Europe** call: **00 33 472 43 52 55**

(replace 00 at the beginning with 810 when in Belarus or Russia)

Additional family members

RAC cover can be extended to include other family members who normally reside with you by payment of an annual additional premium.

You can arrange this cover by calling George Burrows on: **01403 327719**.

**Europe: please refer to page 4 in the policy wording for the list of countries included.

Mobile phone/gadget insurance

Mobile phone/gadget insurance is provided for serving officers, retired officers and their subscribing partners whilst in the UK and for up to 90 days if abroad.

Insurers will pay up to a maximum of £1,000 per gadget claim /£1,500 per mobile phone claim, and headphones/airpods up to £250 for repair or replacement (as applicable), in the event of:

- Accidental damage
- Theft
- Accidental loss (mobile phones only)
- Breakdown
- Liquid damage
- Fraudulent call use

General conditions*

Mobile phones/gadgets must be less than 96 months old at commencement of cover, with valid proof of purchase. Items purchased second hand or outside of the UK are not covered under this policy.

There is no cover:

- for theft, loss or damage to accessories of any kind
- for reconnection costs or subscription costs of any kind
- if you are unable to provide proof of usage, if requested
- if you are unable to evidence ownership

A policy excess of £50 will be applied to items valued up to £500 (when new), £75 for items valued between £500 and £999 (when new) and £100 for items valued £1,000+ (when new).

'Apple swap'

If your phone or gadget is an Apple product you may prefer to take the item to your local Apple store for repair or replacement. You will first need to call the number below to ensure your claim is successful after which you will be furnished with the details as to how to proceed with an Apple service.

Call: **0333 188 2257**** to make a claim (please quote SF25)

Or you can submit a claim online here:

<https://federations.eclaimcity.co.uk/>

*Terms and conditions apply to each section of cover.

Please refer to the policy wording for details of gadgets eligible to be covered under this insurance. Full details of cover including the limitations, exclusions and terms and conditions can be found in the policy wording, which should be read carefully.

** Lines are open Monday to Friday from 9am to 6pm. Call charges may vary depending on your network provider.

What to do if you have a complaint

George Burrows are committed to delivering the highest standards of customer care. We are always interested in your feedback, should you need to make a complaint, in the first instance you may wish to contact the Staffordshire Police Federation, alternatively you can contact the George Burrows team direct at:

Post: St Mark's Court,
North Street,
Horsham,
West Sussex
RH12 1RZ

Tel: 01403 327719

Email: info@georgeburrows.com

Whilst we will make every effort to maintain the highest standards, we recognise that there may be occasions when we fail to satisfy the particular requirements of our customers. We therefore have in place procedures to investigate and remedy any area of concern.

In such circumstances we promise:

- To try and resolve the complaint within 3 working days and write to you confirming if we have done so
- To acknowledge any formal complaints promptly;
- To respond fully to your concern or complaint within four weeks or less. If for any reason this is not possible, we will write to you to explain why we have been unable to conclude the matter quickly. If we have been unable to resolve your complaint in eight weeks, we will write to you explaining the reason as to why this has not been possible. We will also advise you of your right to refer your complaint to the Financial Ombudsman Service (if applicable).

[Financial Ombudsman Service](#)

If you still feel that we have not been able to resolve the matter to your satisfaction, after this process you may have the right (subject to eligibility) to refer your complaint to the Financial Ombudsman Service. The address is:
The Financial Ombudsman Service

Exchange Tower

London E14 9SR

Telephone: 0800 0234 567 (from landline)

Telephone: 0300 123 9 123 (from mobile)

Email: complaint.info@financial-ombudsman.org.uk

Whether or not you make a complaint to us and/or refer your complaint to the Financial Ombudsman Service, your statutory right to take legal action will not be affected.

Additional information

Data Privacy

George Burrows is a trading name of Arthur J. Gallagher Insurance Brokers Limited. We are the controller of any personal data you provide to us. We collect and process personal data in order to offer and provide insurance services and policies and to process claims. Personal data is also used for business purposes such as fraud prevention and detection, financial management, to generate risk modelling, conduct analytics including to advise, improve and develop our products and services and to comply with our legal and regulatory obligations. This may involve sharing information with, and obtaining information from, our group companies and third parties such as (re)insurers, other brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.

We may record telephone calls to help us to monitor and improve the service we provide as well as for regulatory purposes.

Please see our Privacy Notice for further information on how your personal data is used, shared, disclosed and retained, your rights in relation to your personal data and how to contact our Data Protection Officer. Our Privacy Notice can be found at <https://www.ajg.com/uk/privacy-policy/>.

From time to time we may make important updates to our Privacy Notice and these may in turn affect the way we use and handle your data. Please ensure you review our Privacy Notice periodically to ensure you are aware of any changes

If you are providing us with personal data of another individual that would be covered under the insurance policy we may be placing or services we may provide to you, you shall ensure that you have obtained all appropriate consents, where required, tell them you are providing their information to us and show them a copy of this notice. You must not share personal data with us that is not necessary for us to offer, provide or administer services to you.

Insurers

The cover in this scheme is provided by a panel of insurers. A list of insurers is available on request.

Financial Services Compensation Scheme (FSCS)

You may be entitled to compensation from the Financial Services Compensation Scheme ("FSCS") should the insurer be unable to meet its obligations and subject to eligibility. Details of the circumstances in which you can make a claim – and instructions on how to do so – can be found on the FSCS website: <http://www.fscs.org.uk>. Separately, your insurer and/or you may be covered by a different compensation scheme.

George Burrows

George Burrows is a group insurance broker who has provided personal protection products to police officers for over 50 years. We are proud to have looked after the group insurance needs of the Staffordshire Police Federation since 1974.

FCA registration

George Burrows are authorised and regulated by the Financial Conduct Authority (FCA). The FCA is the independent watchdog that regulates the provision of financial services. Our registration number is 311786. We are permitted by the FCA to act as a general insurance intermediary, to arrange credit and collect payments. You can check these details by visiting the FCA's website www.fca.org.uk/register



George Burrows is a trading name of Arthur J. Gallagher Insurance Brokers Limited, which is authorised and regulated by the Financial Conduct Authority. Registered Office: Spectrum Building, 55 Blythswood Street, Glasgow, G2 7AT. Registered in Scotland. Company Number: SC108909 www.ajg.com/uk