



UNITED KINGDOM

About BUPA UK

We are the UK's market-leading PMI provider, with a current market share of circa 37%.

We employ circa 83,000 people worldwide: Approximately 2,600 people are employed by our UK Insurance business. Our purpose is helping people live longer, healthier, happier lives: While health insurance remains at the

core of what we do, we also deliver primary and secondary healthcare provision to complement our position as a holistic provider of health and wellbeing services.

A full summary is provided at: <https://www.bupa.com/corporate/what-we-do/our-products-and-services>

Local strengths USPs

Bupa is the only health insurer in the UK to be accredited by the Care Quality Commission (CQC). As a provider of primary care as well as insurance and trust administration services, our in-house knowledge, experience, and expertise are unmatched. However, in addition to providing the market's most comprehensive cover, we offer several market-leading added-value care propositions; these include:

- Enhanced treatment pathways for musculoskeletal issues, all cancers, and the UK's widest range of mental health conditions via Direct Access, which provides earlier interventions and better outcomes for beneficiaries
- Cover for the widest range of mental health conditions in the UK (including drug & alcohol abuse and self-harm) through our Business Mental Health Advantage, which removes time limits on treatment.
- The Bupa Cancer Promise, under which all eligible cancer treatment costs are paid in

full, with no financial or time limits applied to care, provided a Bupa fee-assured consultant and healthcare facility delivers the treatment.

- Our Babylon Digital GP app, provided in partnership with Babylon Health, which offers online GP appointments outside of regular hours via a powerful AI interface and innovative SMS triage feature.
- Access to Bupa From Home, a comprehensive suite of remote health services launched in response to the ongoing COVID-19 pandemic, which incorporates round-the-clock treatment, support, and advice from nurses, GPs, physios and mental health therapists
- Unparalleled reporting capabilities, evidenced through a market-leading suite of comprehensive, interactive management information options informed by methodologies that are independently validated by Milliman.

Facts & figures

- Insurope member since: 1979
- Financial Rating: BB+ by AM best, A1 by Moody's

Average Turnaround Times

- General Questions: 1 Working Day
- Local Quote: 10 Working Days
- Annual Renewal: 30 Working Days
- Rate Review: 5 Working Days
- Medical Claims: 10 Working Days

Benefits

- Insurable Benefits: M
- Poolable Benefits: M

Minimum lives criteria

- For a group quote: 50 employees
- For pooling contract: 50 employees

Local contact information

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