# Telephone-interview contact sheet

#### **Alternative Formats**

If you would like this translated or have a copy in an alternative format such as large print, braille or audio, please email us at <a href="mailto:group.protection@landg.com">group.protection@landg.com</a> or call us on 0345 026 0094. Lines are open from 9am to 5pm, Monday to Friday. We may record and monitor calls. Call charges will vary.

Your benefit under your employer's scheme needs medical underwriting before we're able to consider full cover. To start the medical underwriting we need information about your health and pastimes. We appreciate that people are busy and don't want to spend a long time filling out lengthy application forms. To help, we can gather medical information over a telephone call. We'll send you a written copy of the conversation to the email address you give on this form. You'll need to check this through and tell us if you spot any mistakes. Our simple approach often means we can quickly confirm an underwriting decision without needing further information and medical reports.

We will pass your information to a partner company who will carry out and arrange telephone interviews on our behalf.

We use this form to collect your contact details and obtain your consent.

We need your consent:

- · To access the medical reports that may be needed to help us confirm our medical underwriting decision
- To use your personal, health and medical information to assess this application, administer the policy and process a subsequent claim in line with our **Privacy Policy**

The form gives you further details of your rights below.

Once completed, please send your completed contact sheet to either the email or postal address shown in the Contact us section on the last page.

Scheme/employer's name		
Policy number(s)		
Date		
Surname		
Forename(s)		
Mr/Mrs/Miss/Ms/Mx/Other		
Date of birth		
Address		
Email address		
(please ensure you do provide an e-mail address)	Home	Preferred number (please tick)
Contact number(s) (provision of a mobile number	Mobile	
is preferred)	Work	

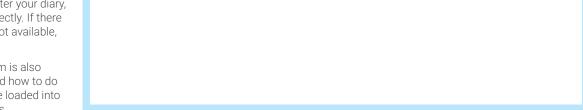




We'll ask questions about your medical history, lifestyle, travel, occupation and hazardous pursuits. The interview usually can take up to 45 minutes maximum depending on your medical history.

Please provide any information here that would be useful for us to arrange a convenient time for a call. If someone else looks after your diary, we can contact them directly. If there are days when you are not available, please let us know.

An online booking system is also available. You will notified how to do this once your details are loaded into the Interviewer's systems





If after your telephone interview and before we confirm our decision, your answers to any of the following questions change, please tell us straight away:

- Medical disclosures
- Occupation
- Pastimes
- Country of residence (other than for holidays)
- · Family history.

If you don't, we may not pay the policy benefits if there's a claim.

## Consent to access to medical reports

#### Medical consent

We need your consent in case we need to request a medical report from your General Practitioner (GP) to help us assess the request for cover.

The report your GP provides could include details of consultations with any doctor or healthcare professional, but we'll only ask for information about your health that's relevant to your application.

Legal & General may gather relevant information from other insurers about any other applications for life, critical illness, sickness, disability, accident or private medical insurance that I have made. You can find out more here <a href="https://www.legalandgeneral.com/privacy-policy/">https://www.legalandgeneral.com/privacy-policy/</a>.

You do not have to consent; however, we may not be able to offer the cover requested without a medical report.

If you would like to withdraw your consent for Legal & General to request a copy of your medical report, please call 0345 026 0094. By withdrawing your consent, we may not be able to offer the cover being requested for you, under your employer's policy, or the cover may be restricted.

#### Valuable information to know

**You're not in the dark.** If you need to you can see the report before it's sent to us – there's a space to let us know below. From the date we request the report, you'll have 21 days to make an appointment to go through the report with your GP.

If you originally did not want to see the GP report before we receive it, you can still request a copy for up to six months after they've sent it to us.

**Your information is in your control.** You can ask your GP to amend the report before it's sent to us if you think anything isn't right or is misleading, or you can attach a personal statement to be sent to us along with the report. We're asking for this under the relevant medical act(s). You can read them, and the additional rights you have under our **Privacy Policy, and data protection regulations** here <a href="https://www.legalandgeneral.com/privacy-policy/">https://www.legalandgeneral.com/privacy-policy/</a>.

**Your protection is our primary concern.** For this reason, your GP may choose to not show you the report if they feel it could cause harm – physical or mental – to you or others.

The medical report your doctor fills in asks about the following:

- Your current health
  - any care, medication or treatment you are currently receiving
  - the results of referrals or tests you are waiting for
  - any time off work in the last three years
- Your past health
  - Details of any relevant illness, trauma, or referrals for specialist advice or treatment, hospital admissions, consultations with your GP or any other medical adviser, therapist or counsellor, in particular whether you have a history of:
    - malignancy (cancer), cardiovascular (heart) disease, diabetes, and degenerative (gradually worsening) diseases
    - musculoskeletal disease or injury, for example arthritis, rheumatism, back problems or any other disorder of the joints or muscles
    - anxiety, depression, neurosis (such as phobias, obsessions and so on), psychosis (a mental disorder where you lose contact with reality), stress or fatique
    - suicidal thoughts or attempts at suicide; or
    - conditions related to drug or alcohol misuse, or smoking, or chewing tobacco
  - Details of any biopsies, blood tests, electrocardiograms (heart tests), height, weight if measured in the last two years, urinalyses (test on urine), x-rays or other investigations
  - Any blood pressure readings in the last three years
- Any history of disease among your parents or brothers or sisters that you have told your doctor about

## Consent to access medical reports continued

#### We won't ask your GP about:

- · Negative tests for HIV, hepatitis B or C.
- Any sexually transmitted infections unless there could be long-term effects to your health.
- Predictive genetic test results, unless there's a favourable test result which shows that you have not inherited a condition your family suffers from.

#### What happens after I have completed the form

We normally provide confirmation of the insurance cover under your employer's policy once we receive the completed form. Occasionally, the details you've provided need further assessment where we may also need to contact your General Practitioner (GP) or another medical practitioner for further details. We'll then confirm to your employer if:

- · we can provide the insurance cover being applied for,
- if due to your personal circumstances we may only pay a claim in certain instances, or
- · we're unable to provide the insurance cover being requested.

In the second and third instances above, we'll let you know the reasons why.

This form allows Legal & General to gather medical reports within 12 months from the date you sign it, or to support any claim made on the policy proceeds.

#### **Declaration and consent**

The insurance cover arranged by my employer is governed by English Law.

I agree and accept that:

- The information I provide will be complete, truthful, and accurate.
- For the purposes of assessing my application and any subsequent claim, Legal & General will use the information in this form and any other they receive from medical professionals I am or have consulted.
- If any information I provide is not complete or accurate, Legal & General may not pay a claim.
- I will immediately inform Legal & General if there are any changes to my answers before my cover is accepted.
- Legal & General may ask me to attend a medical examination to help them assess the requested insurance cover. In these instances, Legal & General will share my personal health information with another company that they have authorised to act on their behalf to carry out the medical examination.

- Legal & General will communicate the terms for providing cover to my employer as the policyholder, or through their agent. Such communications may include terms that relate to my health and wellbeing.
- The details that I provide Legal & General may be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering as well as to verify my identity. If fraud is detected, I could be refused certain services, finance, or employment. Further details of how my information will be used by Legal & General and these fraud prevention agencies, and my data protection rights, can be found by accessing www.cifas.org.uk/fpn.
- I consent to Legal & General, in line with their Privacy Policy, asking any doctor I have consulted about my physical or mental health to provide a medical report so that they may assess my request for cover.
- I authorise those asked to provide a medical report when they receive a copy of this consent form. This consent is valid for 12 months from the date of signature.

By signing and submitting this form, I consent to Legal & General processing in line with their <u>privacy policy</u>, my lifestyle and health information that I provide, so they can:

- assess the request for cover under my employer's policy,
- administer my employer's policy, and

No

Yes

- process any claims under my employer's policy.

I also consent to Legal & General sharing this information, when necessary, with the Reassurers referenced in the Privacy Policy.

I authorise those asked to provide a medical report when they receive a copy of this consent form. This consent is valid for 12 months from today's date.

I would like to see the medical report before it is sent to Legal & General.				
Yes			No	
Full na	ame:			
Signat	ture:			
Date:				

# **Contact us**



# 0345 026 0094

We may record and monitor calls. Call charges will vary.



group protection. medical under writing @landg.com



legalandgeneral.com/employer/group-protection/



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