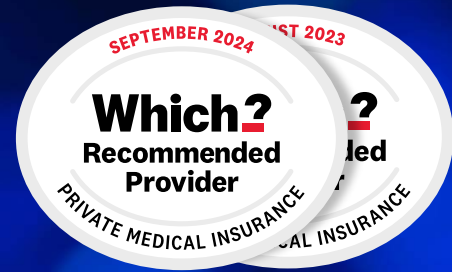


# For the second consecutive year...



Health Insurance

WPA are named as the only **Which? Recommended Provider of Private Medical Insurance**



This prestigious recognition by consumer champion [Which?](#) highlights WPA's unwavering commitment to delivering market-leading service excellence and customer satisfaction.

Our continued recognition in Which's Recommended Provider category, despite competition from other well-known brands such as Aviva, AXA, BUPA, SAGA, and Vitality, underscores our credentials and dedication to putting customers at the heart of everything we do. This means you can have confidence that any client you place with WPA is well looked after.

In the latest [Which? review](#), WPA is recognised for leading the industry with an outstanding 82% Claims Score, significantly surpassing the industry average of 72%. WPA also achieved an industry-leading Customer Score of 74%, compared to the competition's average of 64%.

We excelled in all aspects of the Claims Score review, leading in the speed of settling claims, access to services, and the range of hospitals available. We also tied for first place in all of the other categories, including clarity of process, ease of making a claim, informing customers of claim costs, waiting time from initial referral to treatment, choice of available consultants, and keeping customers updated about their claims.

## A proud reflection of our high standards

Mark Southern, WPA's Sales and Marketing Director, expressed his pride in WPA's continued success:

"This accolade underlines our commitment towards providing exemplary customer service and value for money. It's what we do, and this recognition from Which? affirms that we're doing it really well."

He continued, "It's a testament to the professionalism, hard work, and empathy of each and every member of the team."

## Award-winning health insurance

WPA are currently rated excellent on Trustpilot.

★ Trustpilot



Rated 'Excellent' as at 04.09.24

[wpa.org.uk/awards](http://wpa.org.uk/awards)



★ **COVER**  
CUSTOMER CARE  
AWARDS 2023

**WINNER**

Outstanding  
Use of Technology

