

**We are still the only  
Which? Recommended  
Provider of  
Private Medical Insurance**



Customer Service – Claims and Admin (1 January – 31 March 2025)::

**1 min 35 seconds**  
Average Call Answer Time

**94%**  
Calls Answered

**146,281**  
Calls Received

**83%**  
48hrs Correspondence Response Time

**97%**  
Claims Authorised

**93%**  
Receive a decision the same day (PMI)

**99%**  
Receive a decision the same day (Cash Plan)

Digital experience:

**4,830**  
Live Chat

**79,387**  
App Log Ins

**62,732**  
App Claims (PMI & Cash)

Get in touch

To find out more, explore the WPA website:



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Trustpilot



Rated 'Excellent' as at 01.04.25