



## Withdrawal of Thrive services from 1st September 2025



We are writing to inform you that we have taken the decision to withdraw both the **Thrive Mental Wellbeing App and Thrive Coaching Services** from our proposition. This means that these services will no longer be available to existing cash plan customers from their next plan renewal date, with effect from 1st September 2025.

The removal of the service will be reflected in the renewal premiums of all affected customers.

Importantly, we will endeavour to ensure that any members who are currently receiving specialist counselling will continue to be supported after their subscription ends.



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