

An important change to our switch eligibility criteria

If a customer answers **yes** to question 2 (heart and circulatory conditions), they'll need to complete a form detailing their condition and symptoms. Their cover will then be adjusted to exclude this condition.

For questions about the exclusion, contact the underwriting team on **0345 600 8630**.



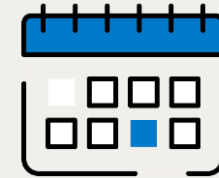
For more information, contact:
graham.lewis@bupa.com



Client discount guide

From savings for couples and families to a 10% health and lifestyle discount, these are the biggest offers, and bonus benefits available to your clients – all on one page.

[Download here](#)



Update to **renewal offer** application process

We've updated how our renewal offer is applied. Clients will now receive a **monthly premium discount** instead of a free month.

Before contacting support, please ensure:

- 1.The client has received their renewal invitation.
- 2.Cover options or downgrades have been discussed.
- 3.The client has declined all downgrade options.

