

## Strengthening international support for members: Freedom Health Insurance's partnership with Mayfair We Care

We are excited to announce our new partnership with Mayfair We Care, an international healthcare solutions provider, to strengthen the service we offer to members living or working abroad.

Officially launched on **1 November 2025**, this collaboration advances our strategy to make private medical insurance more accessible and efficient for our international members.

### About Mayfair We Care

Mayfair We Care, part of Medi Assist, specialises in digital claims management, benefit administration and international medical support. Its technology platform, HealthXcelerator, connects people to trusted providers around the world and streamlines claims for insurers and corporate clients.

### Advancing international healthcare through technology and partnership

This partnership allows us to enhance the support advisers can offer to their global clients. International PMI can be complex for members to navigate, especially when language or location creates barriers. By introducing 24/7 multilingual claims assistance and modern digital processes, we are making the claims journey easier to manage. Members will have clearer communication, faster responses and improved access to healthcare in multiple regions.

### Hoosh Mires, COO of Freedom Health Insurance, comments:

"Our partnership with Mayfair We Care strengthens our ability to support members who need access to healthcare beyond the UK. Their global network and claims expertise help us deliver faster processes, multilingual support and clearer navigation for treatment abroad. This collaboration supports our long-term growth internationally, reinforces our commitment to service quality and delivers better health outcomes for members living or working overseas."

### Setting new standards in international healthcare

Integrating Mayfair We Care's HealthXcelerator technology into Freedom Health Insurance operations will improve connectivity across the customer journey, resulting in faster processes, greater clarity and a more seamless experience for members abroad.

This collaboration supports our wider strategy to expand our international capability and continue delivering an excellent experience for global members.

[Read more about this partnership](#)