

Introducing iGPR's Magic Service

We've introduced Magic Service through our existing partnership with medical evidence provider iGPR to streamline the way GP reports are obtained and help reduce delays during the underwriting process.

GP reports play an important role in some underwriting decisions, helping us assess applications and ensure customers receive the cover that best meets their needs. However, obtaining medical evidence can often involve administrative processes and delays while information is gathered from GP surgeries.

Magic Service enables GP report requests to be issued electronically and managed digitally from start to finish. Under the new arrangement, iGPR will also take responsibility for liaising with and following up with GP surgeries for outstanding reports, helping to reduce manual administration and improve efficiency throughout the process.

This new service is designed to support faster underwriting decisions by making medical evidence easier to obtain and assess. By reducing the need for manual chasing of GP reports, our underwriting teams can spend more time supporting you and progressing your client's applications.

Read more about iGPR's Magic Service

Making beneficiary nomination the default

We've enhanced our protection application journey by making beneficiary nomination the default option for eligible customers, helping more families receive financial support quickly.

This change means beneficiary nomination is automatically selected within eligible protection applications, while advisers can still choose a trust if that better suits the client's needs.

This is part of our ongoing focus to improve customer outcomes and making practical improvements across the protection journey for advisers and their clients. Making beneficiary nomination the starting point for eligible applications helps ensure customers' wishes are clearly recorded and acted upon.

Alongside this change, we have guidance to help you identify when beneficiary nomination may be suitable and when a trust may be more appropriate.

Explore the guide