

**Have a look at  
NatWest Group  
Benefits and see how  
they work **for you****



**NatWest  
Group**

**NatWest Group Benefits** is designed to make your life easier and save you money. You can use the NatWest Group Benefits Hub to let us know how much you want to pay into your pension plan and what other benefits you'd like from a range of protection, healthcare and lifestyle options.



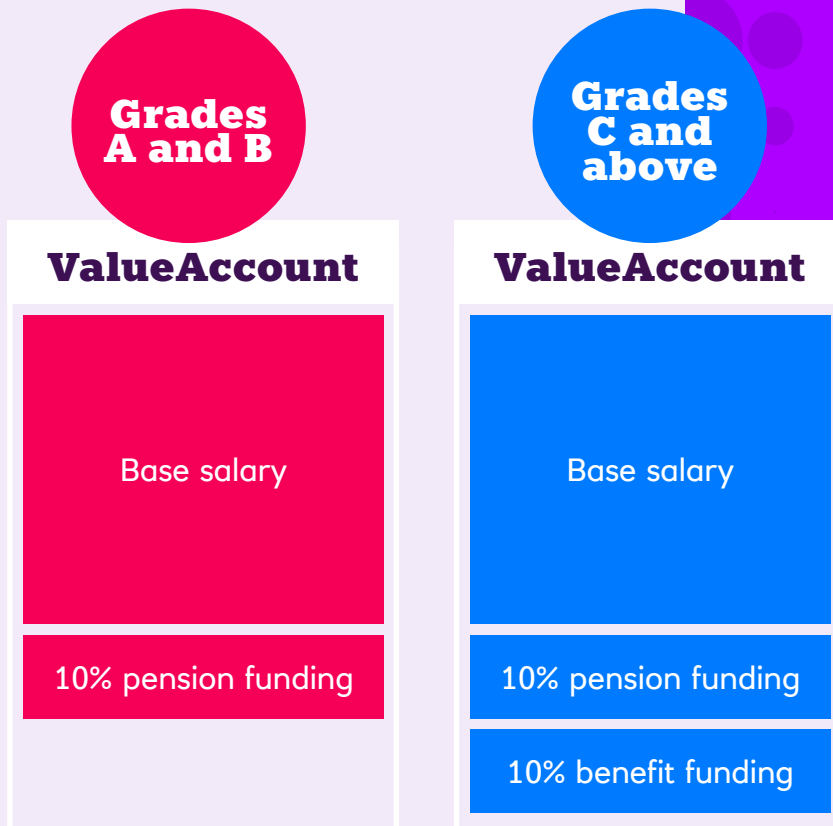
## How you're paid

Salary is only one part of pay – all colleagues also receive pension funding and those at Grade C and above receive benefit funding. Together, these elements make up your ValueAccount.

You can elect how you want to use your ValueAccount – up to 70% can be used on NatWest Group Benefits. The amount not used for benefits or pension contributions is paid to you as cash through payroll.

All colleagues have a minimum level of pension contribution, Life Cover and Disability Cover. Colleagues at Grade C and above have a minimum level of Private Medical Cover. There's no cash alternative for these benefits.

**You can make benefit elections all year round but some elections can only be made once a year at the Annual Election Window, or as part of your New Joiner Window.**



# When you can make elections

## Annual Election Window

Each September, you'll be able to review and make changes to most of your benefits – including buying extra holidays.

## Change in circumstance

You may be able to adjust other benefits throughout the year if you have a significant life event such as getting married or having a baby. You can find out more in the Benefits Hub.

## Anytime

Many benefits are available to elect or edit any time throughout the year. Simply open an Anytime Election Window in the Benefits Hub and you'll be able to see what's available.

## New Joiners

**Your login details for the Benefits Hub will be emailed to your work email address when you join the bank.**

You'll get 90 days from when you join to make your New Joiner benefit elections. Your New Joiner Election Window closes when you submit your first election. In your New Joiner Window, you can elect any of the benefits available, apart from holiday buy.

**You need to make your elections by the end of the month, to take effect from the first day of the following month.**







# Protection

A range of options to help you plan for the future and protect yourself and your dependants.

## Retirement Savings Plan (RSP)

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The RSP is a defined contribution pension plan and is a tax-efficient way of saving money for life after work. You have options about how much to save, where to invest it, when to take it out and what to do with it.

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When you join us, we automatically set your RSP contribution at 8% of your monthly ValueAccount. That will continue unless you tell us otherwise.

You might want to check if 8% is enough for your future needs.

**You can:**

- Continue contributing 8% of ValueAccount or
- Increase your contributions

You can also increase your contributions through Save More Tomorrow, which increases your contributions annually, or by paying all or part of your bonus into your RSP.

Visit the RSP website for more information and tools. **Pension Wise**, a government service that gives free, impartial advice about pensions, and helps you find a **financial adviser** local to you.

## Life Cover

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Life Cover pays a lump sum to your chosen beneficiary if you die while an employee of the bank. Your beneficiary might be a partner, child, relative or friend.

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You'll be set up with three times your ValueAccount when you join, which you'll pay for via monthly deductions from your pay.

You can't reduce your cover or opt out, but you can elect cover up to nine times your ValueAccount as part of your New Joiner Window. After your New Joiner Window, you can increase your cover by one level each year during the Annual Election Window.

## Life Cover also provides you with Care Concierge

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- A free confidential telephone service to support with later life care for relatives that live in the UK
- Provides access to financial advice for care funding, finding and arranging immediate or future care, understanding power of attorney and more.

You can also choose life cover for a spouse/partner from £25,000 up to £250,000. Cover is subject to the completion of a health declaration form by your spouse/partner and the cost is based on their age and level elected.

## Disability Cover

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Disability Cover may provide you with a replacement income if you're unable to continue to work through illness or injury. It also provides rehabilitation and support services to help you get back to work following an absence.

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You'll be set up with cover that provides you with an income of 50% of your ValueAccount until state pension age, which you'll pay for via monthly deductions from your pay. You have the option to reduce this or increase the amount of cover to 75% of your ValueAccount. You can make these changes in your New Joiner Election Window or during the Annual Election Window.



## Protection

Claims are subject to eligibility and approved by the RSP trustee board.

Any claim on the Disability Cover policy is subject to acceptance criteria and ongoing reviews.

## Critical Illness Insurance

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If you or your partner are diagnosed with a life-changing illness that's covered in the plan, Critical Illness Insurance pays you a tax-free lump sum of money. Choose between Silver or Gold cover, and the option of covering just you or you and your partner.

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Pre-existing conditions are not covered and all claims are subject to eligibility and assessment.

You can choose a level of cover in amounts of £25,000 up to £350,000. The cost of cover is based on your age and the level chosen.

Dependent children are automatically covered for free.

You can elect any level of cover as part of your New Joiner Window. After your New Joiner Window, you can only change your cover by one level each year during the Annual Election Window unless you have a qualifying change in circumstance.

### Critical Illness Cover also provides you with access to:

- a personal nurse service, providing emotional and practical support following a diagnosis
- a second medical opinion, providing access to more than 50,000 leading consultants on diagnosis and treatment reviews.

## Personal Accident Insurance

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Personal Accident Insurance provides a tax-free lump sum if you've been injured in an accident that's covered by the policy that results in permanent disability, death, a fracture or hospitalisation.

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You can choose cover for just yourself or yourself and partner. Any dependent children are automatically covered for free.

You can elect any level of cover as part of your New Joiner Election Window. After your New Joiner Window, you can only change your cover during the Annual Election Window unless you have a qualifying change in circumstance.

The monthly charge is based on your cover level. You can choose a level of cover in amounts of £25,000 to £500,000.

Personal Accident Cover also provides you with access to virtual medical care, which includes:

- unlimited access to GPs for consultations and medical advice accessible via a website, app (GP consultation only) or by phone, available 24 hours a day, 365 days a year
- assessments by world-leading experts for complex medical cases or second opinions.



## Protection

All claims are subject to policy terms and conditions.





# Healthcare

A range of options to help maintain a healthy lifestyle.



## Private Medical Cover

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Private Medical Cover supplements the NHS, giving you more choice over the kind of care you get, reduced waiting times, and specialist support and treatment. There are four levels of cover to choose from and you may elect to cover your spouse/partner and dependent children. The cost of cover is based on the level of cover you choose. You pay for this benefit via a monthly deduction from your pay.

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If you're at Grade C and above, you'll be set up with Silver cover automatically. You can opt out of cover, but the monthly charge will still apply. All other grades can elect any level of cover as part of your New Joiner Election Window. After your New Joiner Window, you can only change your cover during the Annual Election Window unless you have a qualifying change in circumstance.

*All claims are subject to policy terms and conditions.*

Private Medical Cover provides you with access to a range of services and support, including the following.

- Digital GP – providing free round-the-clock access to an unlimited number of GP consultations, including video, chat features, pharmacy services and repeat NHS prescriptions, all at the touch of a button (prescription costs apply).
- Fast-track Physio – access to a clinical case manager who will help guide you down the right treatment pathway for your musculoskeletal pain. No need for GP referral and no excess will apply where physiotherapy is provided through this service.
- Mental Health Pathway – an innovative mental health pathway providing tailored support with treatment guided by clinical need. No need for GP referral and no excess will apply.
- Cancer Benefit – oncology team supported by experienced cancer nurses offering consistency of care and support when dealing with emotionally sensitive areas of treatment.
- Chronic Care – Silver level members can get up to £1,000 per policy year to cover the cost of chronic care and gold members get £2,500 per policy year.
- Gender Identity Pathway – providing prompt access to talking therapies, specialist consultants and hormone treatment.
- Neurodevelopmental Pathway – providing prompt access to private diagnosis and guidance for ADHD, ASD and Tourette's.



## Healthcare



## Dental Cover

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With Dental Cover, you can claim back the cost of eligible dental treatment, from routine check-ups and scaling to more major work like crowns, bridges and dentures.

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You can choose from four levels of cover, designed to reimburse as much of your costs as possible, depending on whether you have an NHS or private dentist.

You can add your spouse/partner and dependent children (up to the age of 30) to your cover. Parents, step-parents and parents-in-law can also be added up to the age of 80.

The cost of cover is based on the level elected and who you choose to include. You pay for this benefit via a monthly deduction from your pay.

You can elect any level of cover as part of your New Joiner Election Window. After your New Joiner Window, you can only change your cover during the Annual Election Window unless you have a qualifying change in circumstance.

All claims are subject to policy terms and conditions.

## Health Assessment

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If you want to get a better understanding of your overall health the Health Assessment is an opportunity to review all aspects of your health, fitness and lifestyle. It can even help spot many preventable diseases before they become more serious.

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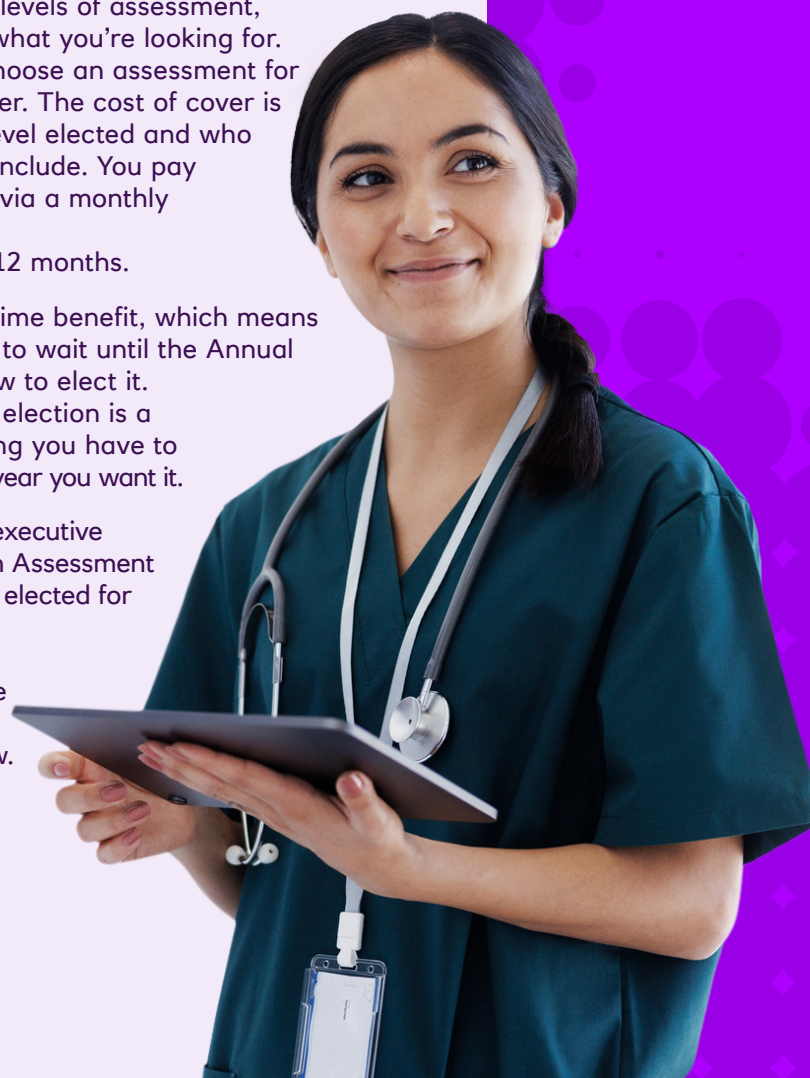
There are four levels of assessment, depending on what you're looking for. You can also choose an assessment for a spouse/partner. The cost of cover is based on the level elected and who you choose to include. You pay for this benefit via a monthly deduction from your pay over 12 months.

This is an any time benefit, which means you don't have to wait until the Annual Election Window to elect it. However, each election is a one-off, meaning you have to re-elect it each year you want it.

If you're on an executive contract, Health Assessment is automatically elected for you. You can change this or opt out at the Annual Election Window.



## Healthcare





## Lifestyle

A range of options to help you save money and give to others.

## Holiday Buy

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Allows you to get more holidays off work next year. You can buy up to 35 hours on top of your standard allowance (pro rata for part-time hours). You'll need your line manager's approval before electing, and the extra days must be used during the next calendar year.

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The cost of buying holidays is based on the number of hours you choose to buy and how much you're paid. The cost is deducted from your monthly pay over 12 months from October to September.

**This benefit doesn't roll over and you can only elect it during the Annual Election window. If you wish to buy holidays, you'll need to elect this benefit each year during the Annual Election Window.**

## Bike for Work

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The Bike for Work scheme is a government initiative that offers the most cost-effective way to get new cycling equipment.

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You can choose a voucher between £150 and £5,000, which you make payments for over 12 months. You don't pay tax or national insurance on the monthly deductions.

The scheme includes both manual and electric bikes, plus associated safety equipment.

**This is an any time benefit, which means you don't have to wait until Annual Election Window to elect it.**

## Shopping Card

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The Shopping Card is a prepaid Mastercard you top up monthly through a deduction from your pay, which is loaded on to your card on or before 18th of every month.

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You can spend with more than 70 retailers and earn cashback every time you shop. The cashback is loaded back on to your card automatically for you to spend again.

You can change the amount you top up whenever you need in the Benefits Hub or straight from the Shopping Card app, where you can also view all retailers and cashback amounts on the go.

The Shopping Card can be used in-store and online for some retailers.

**The Shopping Card is an any time benefit. You can elect or change this benefit all year round.**



Retailers and cashback amounts are subject to change.



## Lifestyle



## Payroll Giving

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Payroll Giving is an easy way to donate to a charity of your choice, directly from your monthly pay. There's a minimum donation of £1 but no maximum. You can split your donation among multiple charities and pre-set the amount for each.

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You pay for this benefit via a monthly deduction from your pay. Payroll Giving is an any time benefit so you can elect or change this benefit all year round.

By using Payroll Giving, you'll benefit from tax relief on your donation. For example, if you donate £10, it costs £8 for the basic rate taxpayer or £6 for the higher rate taxpayer.

## NatWest Group Offers

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NatWest Group Offers is an online discount shopping portal where you buy directly from retailers.

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The offers available cover all areas of life, from fashion, groceries, travel, household bills and big purchases to virus software, gym memberships, meal prep delivery services and cinema tickets. NatWest Group Offers is available 24/7 from a work or personal device.

You'll save money either through a discount, deal or earning WOW points (that work just like cashback). You can shop directly with the retailer from the NatWest Group Offers page or by buying e-codes, reloadable shopping cards or vouchers.

NatWest Group Offers also provides access to the Community Online Academy, which hosts a library of live and recorded video content aimed at both children and adults, all free of charge. For children, this covers dance, fitness, coding, story time, cooking for kids and languages. For adults, there are fitness videos, creative writing, journaling, resilience workshops and professional speakers. Content is updated weekly, with live sessions every Thursday.

**All deals on NatWest Group Offers are subject to change and reviewed regularly.**

## Company Car Scheme

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The Company Car Scheme is a monthly car leasing scheme. You can choose from a range of brand new fully electric and hybrid cars.

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You can choose your term and mileage options. The monthly charge includes fully comprehensive insurance, servicing, maintenance, replacement tyres and roadside assistance. There's no deposit to pay.

You pay for this benefit via a monthly deduction from your pay. The charge is free from tax and National Insurance, but the car value does attract Benefit in Kind (BIK) tax.

*You must be at Grade C or above to participate in the Company Car Scheme.*



## Lifestyle



## **Key contacts**

**– GB**



## Key contacts

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| <b>Defined Benefit Pension Scheme</b><br>For all enquiries, please call or email Willis Towers Watson.   | <b>01737 227549</b><br><br><b>GPFpensions@willistowerswatson.com</b>                                |
| <b>Retirement Savings Plan</b><br>For all enquiries, please call Legal and General.  | <b>0345 072 0266</b><br><br><b>NatWestGroupRSP@landg.com</b>  |
| <b>Disability Cover</b><br>For all enquiries, please Ask Archie.   | <b>Ask Archie</b>   |
| <b>Life Cover</b><br>For all enquiries, please Ask Archie.   | <b>Ask Archie</b>   |
| <b>Life Assurance – Spouse/Partner</b><br>For all enquiries, or to make a claim, please Ask Archie.  | <b>Ask Archie</b>   |
| <b>Critical Illness Insurance</b><br>For all enquiries, or to make a claim, please Ask Archie.   | <b>Ask Archie</b>   |
| <b>Personal Accident Insurance</b><br>For all enquiries, or to make a claim, please call AIG.<br>To use the Personal Accident Insurance Health Portal, please call <b>020 7486 2300</b> . This provides access to 24-hour, seven days a week remote nursing services, providing the ability to interact with fully trained nurses located in the United Kingdom through SMS text messaging and video mobile. | <b>AIG: 0800 731 6396</b><br><br>Personal Accident Insurance Health Portal:<br><b>020 7486 2300</b> |

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| <b>Private Medical Cover</b><br>Bronze, Silver & Gold levels – use the MyAviva app to start your claim or for enquiries please call. The policy number is <b>980033</b> .<br><br>Platinum level – for all claims or enquiries please call Bupa. The policy number is <b>55313305858</b> . | Aviva:<br><b>0800 158 3338</b><br><br>Bupa:<br><b>0345 266 8824</b> |
| <b>Health Assessments</b><br>For all enquiries, including booking or rearranging appointments, please call Nuffield.  | <b>03452 30 20 40</b>   |
| <b>Dental Insurance</b><br>For all enquiries, or to make a claim, please call Unum Dental.  | <b>0345 850 9439</b>  |
| <b>Childcare Vouchers</b><br>For all enquiries, please call Edenred.  | <b>0333 400 0402</b>  |
| <b>Cycle to Work</b><br>For all enquiries, please call Halfords.  | <b>03455 046 444</b>  |
| <b>Company Car</b><br>For all enquiries, please call Novuna.  | <b>0343 351 9110</b>  |
| <b>Payroll Giving</b><br>For all enquiries, please Ask Archie.  | <b>Ask Archie</b>   |
| <b>Shopping Card</b><br>For all enquiries, please call Hawk Incentives on.<br><br>If your Shopping Card is lost or stolen, report this to Hawk Incentives as soon as possible.  | <b>0344 800 6435</b>  |
| <b>Holiday Buy</b><br>For all enquiries, please Ask Archie.   | <b>Ask Archie</b>   |





# **NatWest Group Benefits**

GB Version August 2024