

NatWest Group

UK healthcare scheme

Additional benefits for members who live in the Channel Islands (please read in conjunction with the UK scheme member guide):

Benefit	Amount Payable	Notes
Travel costs for up to 6 return trips	Up to £300 each return trip	Each member every scheme year for eligible treatment, see notes on travel costs
GP referred X-rays and ultrasounds	In full	
GP fees	Up to £400	Including any symptoms/conditions otherwise excluded. Each member every scheme year
Parent accompanying and staying with a child who is a member of the scheme	Transport up to £300 each return trip; accommodation in full	Child aged 15 or under receiving eligible treatment; one parent only

Notes on travel costs

This benefit applies when a specialist recommends eligible in-patient or day-patient treatment that is not available on the member's island of residence. Benefit will be available to reimburse travel costs up to a limit of £300 each return trip. This provides benefit for all incurred travel costs between the member's place of residence and the intended medical facility on mainland Great Britain or the nearest available facility. Limited to 6 return trips each member every scheme year. Please note, as a Channel Islands customer, if a member's treatment is available on their island of residence, but they choose to use a facility that is not on their island of residence, travel costs won't be paid.

Treatment must be medically necessary and be for, or directly related to, eligible in-patient or day-patient treatment and be specifically on the recommendation of the specialist.

Customer service helpline

Please call **0800 158 3338** if you need to make a claim. The NatWest Group customer service helpline is available 8.00am to 8.00pm Monday to Friday and 8.00am to 1.00pm on a Saturday.

Calls to and from Aviva may be monitored and/or recorded.

Healthcare scheme number 980033
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