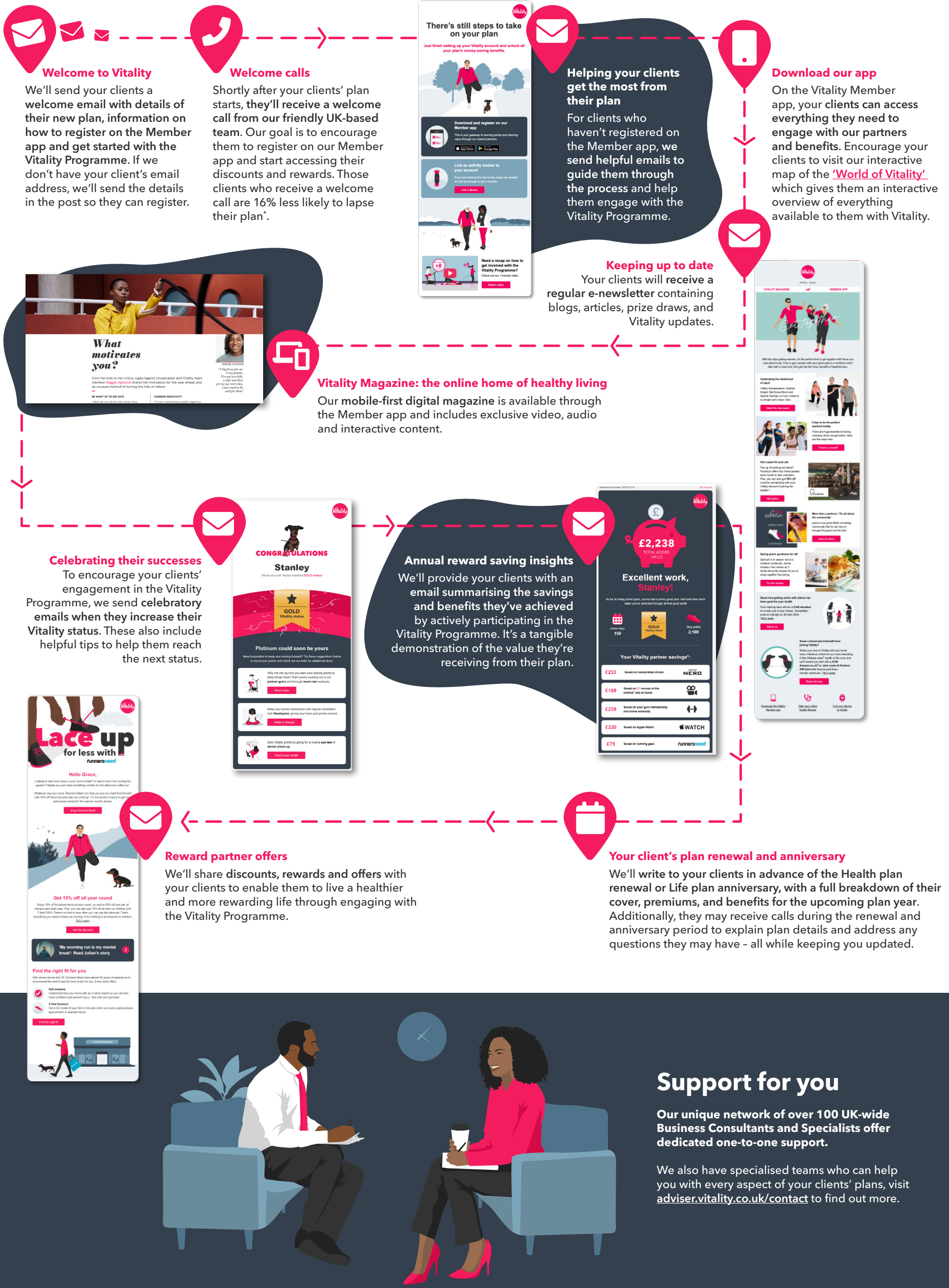


# The Vitality Journey: Supporting you and your clients every step of the way

As a Vitality member, your clients are starting their journey towards better health and wellbeing. But we understand that you don't need to be experts in all things Vitality. That's where we come in.

We work alongside you, providing guidance and assistance throughout your client's journey. Whether it's explaining benefits of their plan, supporting them in accessing their discounts and rewards, or addressing their queries, we're here to help. Our goal is to empower you to focus on what you do best - giving personalised advice to your clients.



## Support for your clients

### The Vitality Programme team

Our Vitality Programme team is readily available to assist your clients with any queries related to syncing points, our partners, rewards, the Member Zone, and the Member app. The quickest and easiest way for your clients to get the support they need is via our self-help tools which they can access via Member Zone, the Member app or our website - [Visit self help tools](#).

Alternatively, your clients can reach out to us through the following channels:

- Telephone Support:** Call us on 0345 602 3523 during the following hours:
  - Monday to Friday: 8am to 7pm
  - Saturday: 9am to 1pm
  - Closed on bank holidays
- WhatsApp Support:** Message us on WhatsApp at 01619742618 for 24/7 assistance.
- Email Support:**
  - VitalityResults@Vitality.co.uk: For queries related to points.
  - VitalityQuery@Vitality.co.uk: For queries related to our partners and rewards.

### Admin support

If your client needs to update their personal information, obtain a copy of their plan documentation, or has any queries related to Trusts, our support teams are readily available to assist.

#### Health support team

- Telephone Support:** Call us on 0345 602 3523 during the following hours:
  - Monday to Friday: 8am to 7pm
  - Saturday: 9am to 1pm
  - Closed on bank holidays
- Email Support:** VitalityQuery@Vitality.co.uk

#### Life support team

- Telephone Support:** Call us on 0345 601 0072 during the following hours:
  - Monday to Thursday: 8:30am to 6pm
  - Friday 8:30 to 5pm
  - Closed on bank holidays
- Email Support:** VitalityQuery@Vitality.co.uk

### The Vitality Member Care team

Our Vitality Member Care team is readily available to assist your clients with any queries related to their treatment and care.

#### Health claims

The quickest and easiest way for your clients to get the support they need with their health care and claims is online, via the Care Hub - [Visit Care Hub](#).

Alternatively, your clients can reach out to us through the following channels:

- Online support:** If your client would like support when it comes to making their claim, they can visit our [support page](#). We also have a handy [FAQs](#) for the answers to the most popular questions.
- Telephone Support:** Call us on 0330 057 1531 during the following hours:
  - Monday to Friday: 8am to 7pm
  - Saturday: 9am to 1pm
  - Closed on bank holidays

#### Life claims

If your client is looking to make a life insurance claim, we have a useful guide which provides information on what we'll need when they contact us, and when they'll need to notify us. If your client doesn't submit their claim within the notification period, we may not be able to accept their claim. We also have a useful [FAQs](#) for the answers to the most popular questions.

Alternatively, your clients can reach out to us through the following channels:

- Telephone Support:** Call us on 0345 601 0072 during the following hours:
  - Monday to Friday: 9am to 5pm
  - Closed on bank holidays
- Email support:** [lifecclaims@vitality.co.uk](mailto:lifecclaims@vitality.co.uk)

#### Call charge information

Calls to '03' numbers cost no more than a national rate call to an 01 or 02 number, whether from a mobile or landline. If you get inclusive free calls to local rate numbers with your landline or mobile tariff, calls to '03' numbers will be included.

\* Based on Vitality data, 2024

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