Health Hardship Fund

Application Form

Useful Background

At Simplyhealth, we support customers across the UK by improving access to healthcare for all. We recognise that rising inflation, energy bills and day to day spending increases, as well as longer NHS waiting lists and NHS capacity challenges, have created a perfect storm. This means our customers may not be able to fund or access the healthcare they need. Additionally, these financial pressures may have created new risks to our customers, in how they maintain positive health. That's why in 2023, we setup a Health Hardship Fund to help our customers and their health.

How we can help
If you're a current Simplyhealth customer, you can apply for a Health Hardship Grant of between £100 - £2,500, which can be provided on a rolling 12-month basis. **The grants are a gift, so there is no expectation to pay anything back**. We recognise that it can sometimes be hard to ask for help. Everyone can feel overwhelmed, stressed and worried, especially about money and health concerns. We welcome your application and will try our best to help.

Please note: We are unable to support grants towards debt, mortgage/rent arrears and/or payments**.**

To apply for a Grant, please fill out the following details to the best of your ability.

Your Information

Policy Holder Name	
Telephone	
Policy Holder Email Address	
Customer Policy Number	

Application Criteria

Please tick any of the boxes that apply to you.

I am:

- A current Simplyhealth customer, who has been a member of Simplyhealth, or one of its subsidiary brands, for a minimum of six months. ☐
- Experiencing hardship due to medical* circumstances, for example, a recently diagnosed condition. ☐
- Unable to afford necessary medical* treatment due to cost ☐
- Experiencing poor health* due to financial hardship, for example, unable to afford heating or basic health and wellbeing needs such as food, clothing or medicines. ☐

*includes both physical and mental health

Grant Criteria
In addition to our 'eligibility criteria' Simplyhealth will assess all applications against the following Grant Criteria. Please tick all that apply to you.

1. Have you recently experienced an unexpected change of circumstance, such as a change of income, abnormal increase in expenditure, death of a partner or close relative? ☐
2. Have you been unable to work for a period of at least 7 consecutive days, because of an injury or accident? ☐
3. Have you explored all other routes for financial or social assistance? ☐
4. Do you have access to Statutory Sick Pay (SSP)? ☐
5. Are you in a priority vulnerable group, for example, you care for others, you are disabled, elderly, or have a diagnosed health condition, or are in crisis, for example experiencing domestic abuse or homelessness? ☐
6. Do you have someone who supports this application and need? ☐

Reason for Application

How much financial support do you require?
Please indicate an amount between £100 - £2,500

£

Details/reason for application
In no more than 250 words, please let us know why you are applying for this grant and how it will benefit you.

Supporting and financial information
In no more than 250 words, please include a breakdown of how any grant money awarded would be spent (For example, your monthly outgoings, cost of treatment or bills and the period this will cover).

You are welcome to attach additional documents to support your application.

I consent to the information provided on this form to be used to process my application. ☐

Your Application and next steps

Where to send your completed Application form

Please send your completed application to our dedicated 'Health Hardship Fund' mailbox - financialhardshipfund@simplyhealth.co.uk

Further help

Our customer facing teams at Simplyhealth are on hand to support vulnerable customers and will always approach such topics respectfully, sensitively and with the utmost care.

For further help or information, please get in touch in one of the following ways:

Telephone - 0300 100 1043 (9am to 6pm, Monday & Friday)

Post - Anton House Chantry Street, Andover SP10 1DE

Email - financialhardshipfund@simplyhealth.co.uk

To learn more about our Customer Health Hardship Fund please visit our dedication Health Hardship Fund website at:
www.simplyhealth.co.uk/FinancialHardshipFund

Acknowledgement of your Application

You will receive an acknowledgment of the safe receipt of your application and an outcome/answer, usually within one week of us receiving the completed form and any optional supporting documents.

Please note:

All decisions by Simplyhealth are final. As this is a discretionary fund, Simplyhealth reserves the right to change the qualifying criteria or grant scenarios at any point in time, as well as withdraw the Customer Health Hardship Fund completely.

Please ensure your application form is filled out thoroughly and any supporting documents you'd like to include have been attached (optional), as this may delay, or result in the decline of your application.

If declined, you will be provided with a reason and you may reapply, however, you will not be able to re-apply for the grant within the same calendar month.

All approaches and applications are made in the strictest of confidence and the information contained will be treated confidentially within the business and kept on file for no longer than one year from the date of application.

For further information relating to Simplyhealth's Privacy Policy, please click here.

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Certified B Corporation