

FOR MEMBERS

The Desk — a walkthrough

Everything on your desk, what it is for, and how to use it. You will not need most of it most of the time, which is rather the point.

home

/desk — The home screen. Reminders of anything worth knowing today, messages from your employer or broker, and the quick actions. Start here. If nothing needs you, it says so rather than filling the page.

my cover

/desk/cover — What you are covered for, taken line by line from the schedule your insurer issued, with that document named and dated at the foot. Grouped by category, with a bar at the top showing how much of the plan is a yes. Tap a service tile to open the insurer's own page for it.

claiming

/desk/claiming — How to claim, as guidance. You never submit a claim through here — the insurer owns that, and a second queue that looked like one would be worse than none. Three things to check before you book anything. Read it before you need it.

support

/desk/assistant — Support. One question, one considered answer from your own policy record — and the two people who can act, your insurer and your broker. Ask about your cover here. For anything that changes the policy, the broker's details are on the same page.

reading

/desk/reading-room — Plain-English writing about cover, claiming and the countries you may be in. Filter by what you want, or by where you are. What you have read is visible to you and to nobody else — not your employer, not us.

membership card

/desk/card — Your membership reference, insurer and policy number, in one place you can read down a phone line. For a wallet pass, add your insurer's own card from their app — theirs stays right when cover changes.

your benefit guide

/desk/cover/guide — Your whole benefit schedule on one page, printable. Use your browser's print option to save it as a PDF.