

Press Release
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HEALTH SHIELD ANNOUNCES NEW ONLINE CLAIMING SERVICE

Award-winning health cash plan provider Health Shield has announced the launch of its new online claiming service, in response to member and intermediary needs.

The new paperless system allows all valid receipt-based claims to be paid within 24 hours and unlike paper-based claims, eliminates members' reliance on the postal system. The new initiative follows significant investment in IT infrastructure and is available to all Health Shield members.

Health Shield paid 97.4% of claims in 2014, of which 93% were paid within two working days. The launch of online claiming will help maintain exceptional levels of service, as the non-profit Friendly Society continues to grow its member and claims numbers.

The launch of online claiming follows hot on the heels of Health Shield's 2014 results, showing a year of unprecedented growth when premium income and membership numbers increased to record highs.

Commenting on this initiative, Chief Executive Jonathan Burton said: "The development of an online claiming service is the latest example of our dedication to customer care and commitment to improving the claiming experience for our members. We have made a considerable investment in our IT infrastructure and this will help us to continue to deliver exceptional levels of service year after year. Record levels of membership recruitment, improvements in service levels and success at numerous awards in 2014 and 2015 has clearly demonstrated that Health Shield continues to make a considerable impact on the health cash plan market."

Richard Holden, Commercial Director at Chase Templeton added: "Health Shield's new online claims service will further speed and enhance service to our cash plan clients and as such is to be applauded. We are particularly pleased to see this innovation heralding the introduction of a 24 hour turnaround for claims payments, which is a benefit that we are sure members will greatly appreciate."

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About Health Shield

Established in 1877 Health Shield is an award winning and market leading provider of Health Cash Plans and health and wellbeing benefits. Health Shield is a non-profit making Friendly Society without shareholders, operating for the benefit of all our members. We are committed to providing competitively priced products that are sustainable and affordable, and strive to enhance our award winning reputation in the market. www.healthshield.co.uk