

Frequently Asked Questions



Health Member:

What does this mean for me

Q. Will my cover change?

A. There is no change to the cover and service you receive. You'll still get the same award winning healthcare cover backed by our full cover promise, as well as the discounts and partners to help keep you healthy and great rewards to keep you motivated. As ever we'll continue to look at ways to make your cover more rewarding in the future and if we make any changes we'll always tell you.

Q. Does this change how I make a claim?

A. No. The way you make a claim remains unaffected. You can still claim securely online through the Member Zone at member.vitality.co.uk or by calling our UK call centre.

Q. Will you be moving you're service to South Africa now?

A. No. The same committed team that has always looked after you, including our UK based call centres will give you the same great service you expect.

Q. When will my documents say VitalityHealth

A. As you'll appreciate, changing all our communication will take time, so you may continue to see the PruHealth name and logo into the New Year. Whether you receive a document with PruHealth or VitalityHealth on it has no bearing on your cover.

Protect Member:

What does this mean for me

Q. Will my cover change?

A. There is no change to the cover and service you receive. You'll still get the same award winning protection cover, as well as the discounts and partners to help keep you healthy and great rewards to keep you motivated. The same committed team that has always looked after you will continue to give you the same great service you expect. As ever we'll continue to look at ways to make your cover more rewarding in the future and if we make any changes we'll always tell you.

Q. Does this change how I make a claim?

A. No everything is staying the same

Q. Will you be moving you're service centre to the UK now?

A. No. The same committed team that has always looked after you will give you the same great service you expect.

Q. When will my documents say VitalityLife?

A. As you'll appreciate, changing all our communication will take time, so you may continue to see the PruProtect name and logo into the New Year. Whether you receive a document with PruProtect or VitalityLife on it has no bearing on your cover.

Q. Will Prudential still underwrite my policy?

A. Prudential Assurance Limited will continue to underwrite VitalityLife new and in force business.