



Why prices go up – explained.



We're all getting older

The older we get, the more likely we are to need treatment. That's why health insurance costs tend to go up each year, no matter which insurer you're with.



Inflation

Inflation pushes up the cost of everything, but especially healthcare. Continued pressure to attract and maintain staff means wage bills are increasing. This then affects the cost of treatment and the amount we pay out for claims.



Claims

If you've made a claim, this will increase your renewal price. Your no claims discount may also decrease if you've claimed.



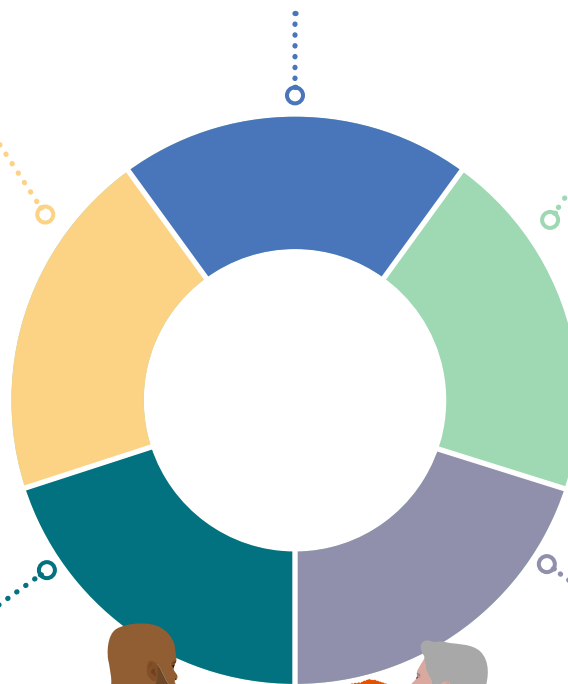
More people are claiming

Due to pressures on the healthcare system, more and more people are using private health insurance. Over the last few years, we've been seeing more people making claims for private treatment, which increases costs.



Treatment costs are going up

New drugs, treatments and technologies mean serious illnesses can be treated more effectively than ever. However, new treatments can be expensive, and this increases the cost of insurance.



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What can I do to control my costs?

We review our plans all the time to make sure they offer fair value.

No one likes having to pay more, so you may find it useful to check the options on your plan when you renew, to see if there are changes you could make to lower your costs for the next year.



Changing your excess

- › If you increase your excess, you'll reduce what you pay for your plan.
- › You'll pay more if you make a claim.



Paying yearly

- › If you pay for your plan yearly instead of monthly, you'll get a 5% discount.
- › To change how often you pay, just get in touch and we'll make the change when you renew.



Repaying claims

- › On some plans, you can pay back claims you made in the last year and keep your no claims discount at the same level.
- › This can make sense if the claim was small, as the amount you'll save may be more than the cost of the claim.
- › If you'd like to know if this is possible with your plan, just get in touch before you renew. We'll check to see whether it will save you money.



Reviewing your choice of specialists or hospitals

- › On some plans, you can save money if you're happy for us to source a specialist for you, instead of naming your own.
- › If you're interested, please get in touch and we'll explain your options.



Want to talk about these options?

If you'd like to talk to us about any of these options, we'll be happy to go through them with you.

Just send us a message from your online account or via livechat, or give us a call.

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Removing options you don't need

- › You might be paying for options you don't need anymore, so it's worth reviewing your plan to see if you could remove any options that you no longer need.



Protecting your no claims discount

- › You may be able to pay a small fee to protect your no claims discount when you renew.
- › If you protect your no claims discount and then claim, your no claims discount will stay at the same level, even though you've made a claim.
- › Check your membership information, or get in touch with us, to see if this option is available for you.
- › You won't be able to protect your no claims discount if you've already claimed this membership year.



Bills getting on top of you?

If you're having financial difficulties and need some help controlling your costs, please talk to us.

We'll always do what we can to help you.



Need some more help?

Understanding the jargon can be tricky, so if you need help, send us a message from your online account or via livechat, or give us a call.

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You'll find information about what you're covered for and how your membership works in your membership documents.

Go to axahealth.co.uk and select 'Log in/Register'.

