

A woman with voluminous, curly brown hair is sitting on a grey sofa. She is wearing a bright yellow, textured knit cardigan over a dark plaid shirt, blue jeans with a colorful tattoo on her right leg, and black socks. She is holding a black smartphone in both hands and looking down at it with a slight smile. A light blue blanket is draped over her lap. The background is a rustic brick wall. To the left, a portion of a modern lamp with a black shade and a wooden base is visible.

**Your guide to
Aviva DigiCare+**

Take control of your health and wellbeing

We all know looking after our day-to-day health and wellbeing should be a top priority, but life often gets in the way.

Our Aviva DigiCare+ app can help you and your family prevent, detect and manage common health and wellbeing problems directly from your phone.

An annual health check helps you take control by identifying potential health risks. You also have quick access to the clinical expertise of qualified, experienced practitioners when you need them.

So, you can look forward to a healthier future by looking after yourself today.



What is Aviva DigiCare+?

Our protection policies help give you and your family protection for your financial wellbeing. The Aviva DigiCare+ app, provided by Square Health, complements this by offering support for your physical and mental wellbeing.

It offers a range of complimentary health and wellbeing benefits provided by selected partners (some optional benefits may incur a charge). You can access the app if you buy a Life Insurance Plan, Critical Illness Plan or Over 50s Life Insurance Plan directly with us.

These benefits connect you and eligible family members with specialist clinicians, nutritionists and psychologists to help you prevent, detect or manage health and wellbeing problems. Because taking better care of yourself today is the surest way to get a head start on tomorrow's challenges – and hopefully even sidestep some completely.

Aviva DigiCare+ is easy to download to your smartphone, and you can start using it as soon as your policy is active. Of course, the main reason for taking out a policy with us is financial protection – you shouldn't take out a policy for Aviva DigiCare+ alone.

This is a non-contractual benefit that we can withdraw at any time. Terms and conditions and the privacy policy for Aviva DigiCare+ can be found within the app.

You can [read our privacy policy here](#)



Health and happiness

Many people suffer from health and wellbeing issues that affect their happiness and the way they live their lives.



3.4 million
people in
England have Type 2
diabetes

5 million people
are at high risk of
developing it

Source: NHS, [england.nhs.uk/diabetes/diabetes-prevention](https://www.england.nhs.uk/diabetes/diabetes-prevention)
(information accessed August 2020)*



**Mental
health problems**
represent the
largest single cause
of disability
in the UK

Source: NHS, [england.nhs.uk/mental-health/adults](https://www.england.nhs.uk/mental-health/adults)
(information accessed August 2020)*



In 2018,
67% of men
and
60% of women
in England were
overweight
or obese

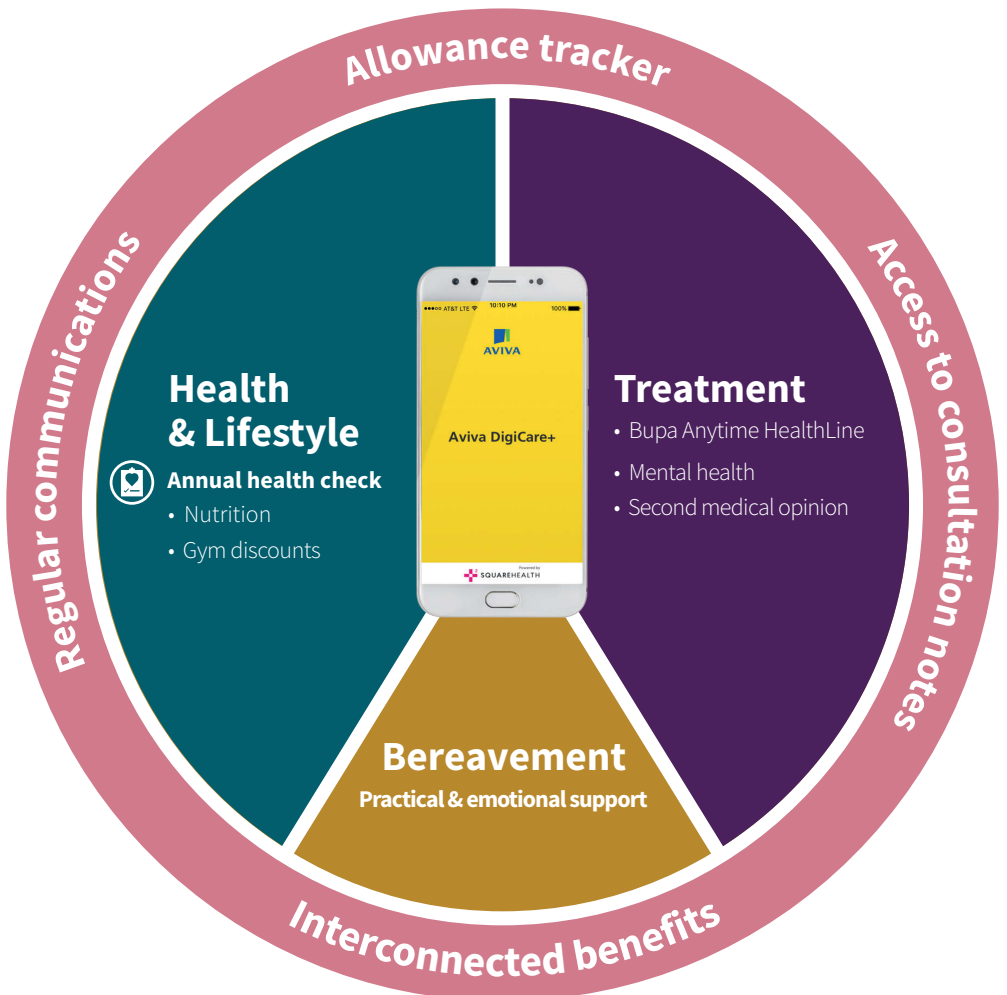
Source: Health Survey for England 2018:
Overweight and obesity in adults and
children, published 3 December 2019,
NHS Digital*

*Contains public sector information licensed under the Open Government Licence v.3.0

The good news is, many health and lifestyle conditions can be managed, or even avoided, with some small changes. And, as many of the most common health conditions are interconnected, addressing one can often have a positive impact on others.

One app with a world of support

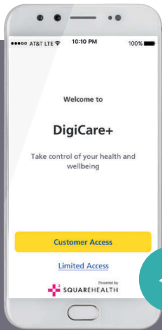
Aviva DigiCare+ places a range of health and lifestyle benefits, treatment options and bereavement support services right at your fingertips. The benefits are interconnected, helping to make the process of following up advice with action straightforward. You can use any of the benefits as soon as you've downloaded the app, but why not start by getting a heads up on your health with your annual health check?



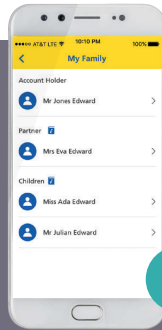
Tap into your benefits in an instant

AvivaDigiCare+ lets you access video consultations, review your consultation history and keep track of your allowance, all in a few taps of your phone.

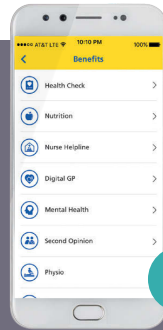
Here are some of the things you can do:



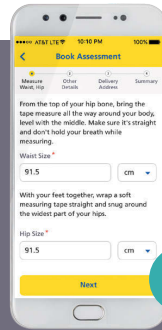
Register or log in to your account



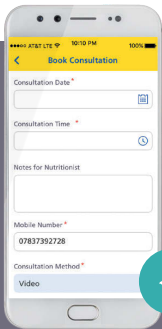
Add family members to your profile – they can use many of the benefits offered too



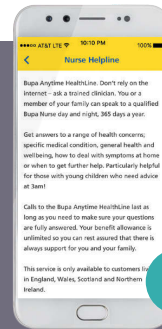
Choose from a range of benefits to support your health and lifestyle



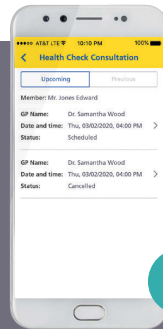
Take advantage of an annual health check to identify potential health risks and receive advice from a digital GP on any recommended action to take



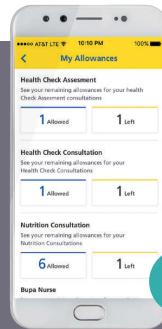
Get a personalised plan from a trained nutritionist who can also help you and your family to change your relationship with food and break bad habits



Need some medical advice? Rather than relying on the internet, you and eligible family members can speak to a qualified nurse.



You can view your consultation history all in one place



It's easy to keep track of your consultation allowance

Clinical excellence at the tap of a screen

We want to give you the best protection we can, and make it easier for you to look after yourself and your loved ones. With our expert partners, we're offering a range of benefits that can help you detect health and wellbeing issues early and make it simpler to get the support you need.



“As Medical Director at Aviva, it’s my job to make sure the carefully selected partners we work with bring you quality clinical support. That’s why I’m proud to introduce Aviva DigiCare+. The app offers a range of interconnected benefits to help you take control of your health and wellbeing, whether that’s understanding your personal health risks, taking action to improve your health or seeking support, all from the day your protection policy starts.”

Dr Doug Wright, Medical Director, Aviva

“As a consultant surgeon myself, I know the value of quality medical services which are readily available at the point of need. Our technology platform is highly flexible and in partnership with Aviva we have developed a bespoke solution with a single access point to all these benefits.”

**Dr Bippon Vinayak, Executive Chairman
and co-founder of Square Health**



Benefits breakdown

Health check

A check-up from the get-go

How healthy are you? We all have our worries and suspicions, so a quick MOT is an easy way to address any concerns. That's where our annual health check comes in, giving you a health snapshot from the comfort of your own home.

- Request your home testing kit via the app
- Follow the instructions to give a simple finger prick blood sample
- Return it by Freepost to be tested in a laboratory by experienced personnel
- They'll check 20 different health markers to spot problems early, including risk of diabetes, cholesterol status and liver health
- You'll receive a personalised report and a follow-up digital GP consultation

Full instructions regarding your health check will be enclosed in your kit.

Talk through your results with an expert

Once your health check report is ready, you'll be invited to arrange a follow-up digital GP consultation. You'll talk to a fully qualified GP who can talk you through your results and discuss any next steps. Peace of mind, just a pin-prick away.

Provided by Square Health.



Nutrition

Expert help with healthy eating

Eating right can make a big difference to your overall health, fitness and wellbeing. In 2018, only 28% of adults ate the recommended five portions of fruit and veg a day.* But it can be difficult to make healthy nutritional choices, especially when you lead a busy lifestyle. So many of us recognise the need to take action but struggle to either start the process or stay the course.

If you'd like a little guidance, Aviva DigiCare+ can help.

- Access to a trained nutritionist who can help you with an optimal eating plan
- Advice on changing your relationship with food and breaking bad habits
- An assessment of your current nutrition and lifestyle choices
- Up to six consultations a year shared between you, your partner and your children aged 12 to 18 (or up to 21 if they're in full-time education)

Our nutrition experts will support you with everyday healthy eating and will help you to make long-term lifestyle changes.

Provided by Square Health.

*Source: Health Survey for England 2018: Adult's health-related behaviours, NHS Digital. Published 3 December 2019. Contains public sector information licensed under the Open Government Licence v.3.0.



Gym and home fitness discounts

Get active for less.

A little exercise goes a long way to keeping fit and healthy. And to help keep your bank balance healthy too, we've trimmed down the cost of a range of gym memberships with Get Active.

Discounts are available with health clubs such as Nuffield Health Fitness & Wellbeing Centres, LivingWell, Curves, Spirit and Fitness Express, as well as a number of independent centres. Simply use the club finder to see which gyms are closest to you.

And you don't even have to step out your front door to stay in shape, thanks to savings on several home fitness and wellbeing classes, you'll find all the discount codes in the app.

- Getting active can help you feel more energised
- Regular exercise helps you to stay flexible and could prevent ill health
- Being fit and active can help boost your confidence and put you in a great frame of mind

Please note that joining a gym could mean entering into a binding contract, so read their terms and conditions carefully before you sign up.

Provided by Get Active.



Treatment

Bupa Anytime HealthLine

Anytime health advice, in an instant

Got a health query about yourself or a loved one? Whether it's an everyday health concern or something more serious, chances are a qualified nurse can give you the guidance you need, rather than requiring a GP or resorting to the internet.

- Call the Bupa Anytime HealthLine any time of day or night, 365 days a year
- You'll get to speak to a qualified nurse whenever is most convenient for you
- There's no limit on the number of calls you can make
- The service covers not just you, but your partner, children and parents too

With a healthcare professional just a call away, you can talk through any worries without scrambling for an appointment.

Provided by Bupa.



Treatment

Mental health support

Make mental health a priority for you and your family

With one in four adults and one in ten children experiencing mental illness,* it's good to know that Aviva DigiCare+ doesn't just help you focus on your physical health. It also gives you and your family quick access to tailored mental health advice.

- Up to six video or phone psychotherapy sessions a year
- Sessions can be shared between you, your partner and children aged 16–18 (or up to 21 if they're in full-time education)
- Advice available for parents concerned about younger children
- Get an appointment on average within two working days, easily bookable via the app

You'll be matched with a UK-based specialist that best meets your needs. It's a great way of accessing therapy without the costs of private treatment.

Provided by Square Health.

*Source: NHS, [england.nhs.uk/mental-health/](https://www.england.nhs.uk/mental-health/) (Information accessed August 2020).
Contains public sector information licensed under the Open Government Licence v.3.0.



Treatment

Second medical opinion

A fresh pair of eyes, for extra peace of mind

It's not easy being diagnosed with a medical condition. Naturally you'll have questions and will want to be sure of the diagnosis and recommended treatment pathway – so it's reassuring to know that with Aviva DigiCare+ a second medical opinion on your initial diagnosis from a UK-based clinical specialist isn't far away.

The service offers:

- a face-to-face consultation in most cases video or phone consultations are also available
- support with a wide range of physical and mental health conditions

The specialist will give you an in-depth analysis of your diagnosis and treatment options, and will answer any questions about your diagnosis. You can use this service twice a year, and it covers you, your partner and children aged up to 18 (or up to 21 if they're in full-time education)

Provided by Square Health.



Bereavement support

A helping hand through difficult times

In the event of a bereavement, would you know who to inform and what practical steps you'd need to take? If the worst were to happen to you or your loved ones, we know you'd want to make sure those left behind have all the support they need. Not just financially but in terms of practical assistance and emotional care.

- **Bereavement counselling** – loss can take a long time and a lot of talking to process. You can access six telephone consultations with a qualified counsellor, which can be shared between you, your partner and children aged 16 to 18 (or up to 21 if they're in full-time education). Your partner and children can continue to use the service if you pass away during the policy term.
- **Grief Talk from Grief Encounter** – offers one-to-one support for children dealing with a loved one's death.
- **Estate administration** – support to guide the bereaved through the often-complex process of valuing and distributing the estate, finalising tax and paying debts. Fixed-fee legal assistance for highly complex cases is also available.
- **Bereavement guide** – a practical guide to registering a death and other practicalities that will need consideration.

Bereavement counselling provided by Square Health. Grief Talk provided by Grief Encounter. Estate administration provided by Red Apple Digital Solutions



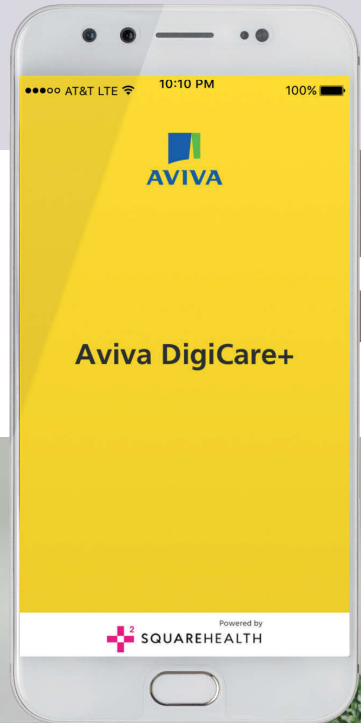
How to access Aviva DigiCare+

Once your policy is live, download **Aviva DigiCare+** from the App Store or Google Play (mobile data charges may apply).



To get started, register using your policy number or the activation code we send you. Once you're in, you can order your annual health check or use any other benefit straight away.

Aviva DigiCare+ is an app-only service. It's compatible with most iOS and Android mobile devices.



Aviva DigiCare+

Look forward to a healthier future by looking after yourself today

Technical help

For technical app support please contact Square Health on

digicaresupport@squarehealth.com or **0333 023 2700**.

Lines are open Monday to Friday, 9am-5pm. For our joint protection, telephone calls may be recorded and/or monitored. The cost of calls to 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. Calls are monitored and recorded.

If you have a question about a clinical benefit, please contact the appropriate provider as directed in the app.

Aviva DigiCare+ is an app-based added-value service. In exceptional circumstances please contact the Square Health customer service centre for out-of-app support.