

Improved IHLI claims process

It's now quicker and easier to claim for IHLI benefits up to £500,000. We can now process most of these claims:

- without asking the member to fill in a form, and
- without asking for full medical or occupational health reports.

We've updated our claim form so only the policyholder needs to sign. In place of the detailed medical and occupational reports, we'll just ask to see the Occupational Health Specialist's certificate that simply confirms tier one or tier two early retirement benefit eligibility.

Our new approach makes it easier for our customers to send us the details we need, and speeds up our benefit assessment and payment process.

Our new process

For the first £500,000 of any claim we'll now ask the policyholder to:

- complete our new claim form confirming a member's qualification of tier one or tier two ill health early retirement benefit
- provide evidence of the strain amount invoiced by the Local Government Pension Scheme (LGPS), and
- provide a copy of the independent occupational health specialist's certificate confirming the member meets the LGPS criteria for tier one benefit or tier two benefit.

For valid claims, we'll usually be able to check and pay claims up to £500,000 with just these details.

For benefit claimed over £500,000 we'll continue to ask for relevant medical information to help us check the member meets the ill health early retirement LGPS regulations we've agreed to cover.

Advantages of our new process for claims up to £500,000

- The member no longer needs to provide details and sign the claim form.
- No need for detailed medical and health reports which the practitioner cannot release before they've received the member's consent.
- Our policyholder should have all the information we need to hand, making it easier to submit the claim.
- Less information to submit and check leads to quicker claim payments.

We're ready for your next claim

The improved claims process will apply immediately and will be followed for any ill health early retiree with a retirement date after 1 October 2018.

Please use our latest claim forms

Please make sure you have and use the latest versions of our forms:

[Claim form for member of employer choice plan](#)

[Claim form for whole and partial fund](#)

[Financial details for partial fund](#)

[Financial details for whole fund](#)

Our Privacy Policy

We encourage all our policyholders to share Legal & General's privacy policy with scheme members they insure. This explains what we do with the personal information we collect.

Our full Privacy Policy is available at <https://www.legalandgeneral.com/privacy-policy/>.

If you have any questions regarding the new claims process please get in touch with Hymans Robertson on 0121 210 4356 or IHLI@hymans.co.uk



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