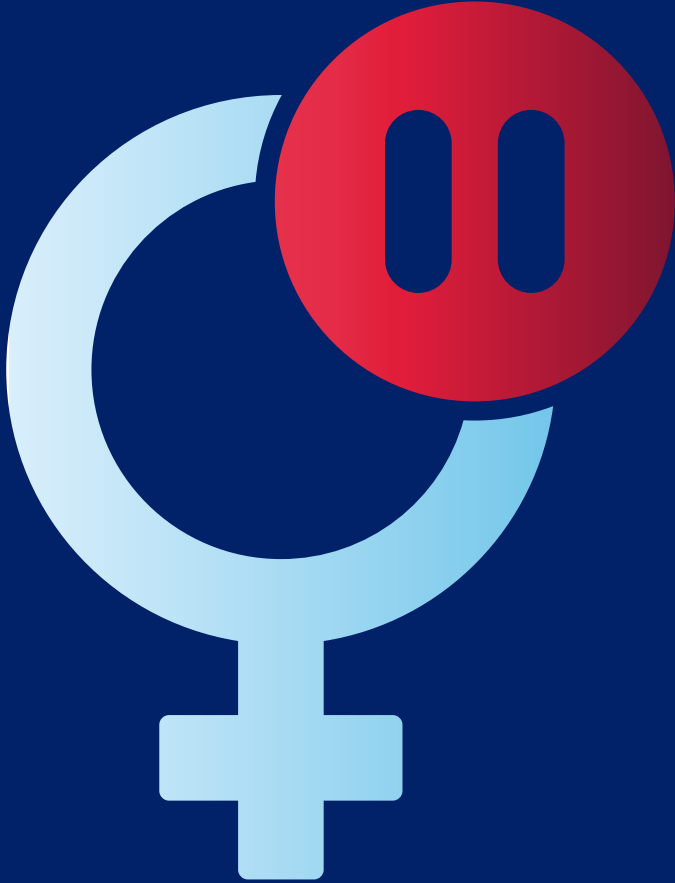


Support for menopause

We have introduced a new menopause benefit to ensure you and/or your family members are equipped to deal with the symptoms effectively. The benefit provides easier access to an initial consultation, with the option for specialist support if further treatment is needed.

How it works:

- Step 1: Free initial assessment
- Step 2: Specialist support
- Step 3: Treatment

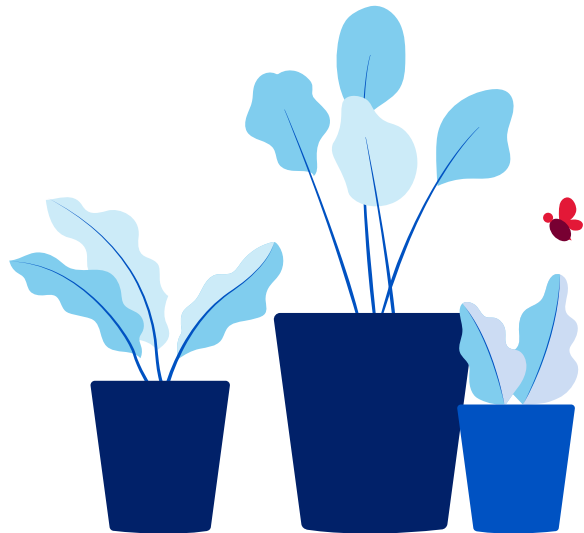


Support for menopause

Who is eligible?

- If you are an employee with AXA Health Level 1 or 2 private healthcare, you (and any family member included on your plan) will have access to the full benefit.
- If you are an employee who has opted out of private healthcare, you will have access to the initial assessment (step 1) but you will need to meet the cost of any recommended specialist support. Your family members will not be able to access this benefit.

Visit the [MyBenefitChoices](#) website to check who qualifies as an eligible dependant on your plan.

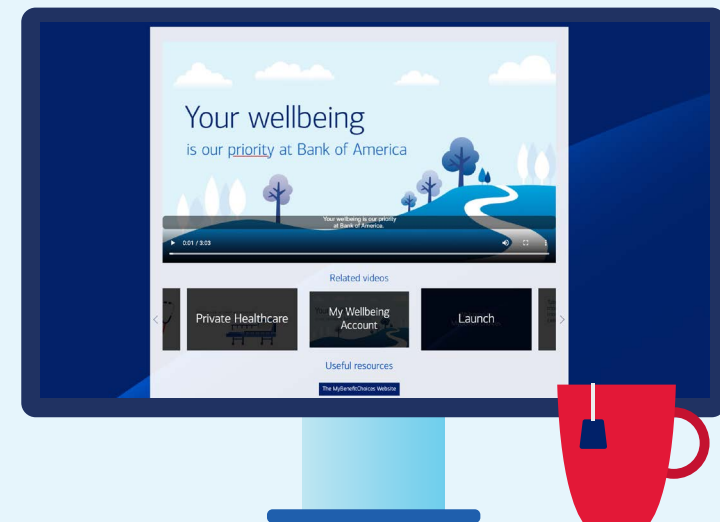


How does this fit in with your other benefits?

Over the past year, we have introduced the Menopause Cafes which will be returning in 2023.

This new benefit builds on the support already in place and is in addition to the benefits you're provided through [MyBenefitChoices](#).

For a reminder of all the benefits on offer to support your emotional, physical and financial wellbeing, access the [MyBenefitChoices video suite](#) where you can find other useful resources as well.



How you can access the support

Step 1: Free initial assessment with Roodlane

Roodlane are a leading and innovative corporate healthcare provider of GP and health screening services. The menopause-trained consultants at Roodlane are registered with the British Menopause Society (BMS). As a bank employee, you have access to a **free** 30-minute assessment which is dedicated to the symptoms of menopause. No prior GP referral is required.

Both you and your eligible dependants can use Roodlane if you are covered by AXA Health Level 1 or 2 private healthcare.

Steps involved

1. Call AXA Health on 0800 521 905 and request a pre-authorisation code for the assessment. When you call, you will need your policy number to hand, which you can find in any recent correspondence, in the policy document sent to your home address or on AXA's member online webpage.

Once you receive the pre-authorisation code, contact Roodlane Medical to book a 30-minute assessment at 0845 437 0691.

2. Attend your 30-minute menopause consultation. This can either be in person or virtual. If you're onsite at 2KES you can attend this consultation in person at our health centre. You are also entitled to a 15-minute follow up session.
3. You may be referred to a specialist by a Roodlane GP.



If you have opted out of private healthcare

- You can book the initial menopause assessment by calling 0845 437 0691 or emailing appointments@roodlane.co.uk.
- Your family members are unable to access this benefit.
- You will need to speak to your GP or your own private medical provider to arrange any follow-up treatment which is recommended. You may also need to pay for initial consultation, specialist support and any treatment yourself, or try to claim through your provider.



Alternative specialist support through your GP

If you wish to seek specialist support immediately and you don't want to use Roodlane for the free initial assessment, you can obtain a referral through your regular NHS GP, or one of the following benefits provided by the bank. However, please note that a visit to your GP or using the below benefits may not be equivalent to the dedicated menopause service offered by Roodlane.

Doctor Care Anywhere (previously called Doctor@Hand)

If you are covered by AXA Health Level 1 or 2 private healthcare and you wish to seek specialist support immediately, you have access to a virtual 24/7 confidential GP service called Doctor Care Anywhere. This means you can speak to a GP by video or phone, from anywhere in the world, day or night. For more details on how to register and book an appointment, visit [HR Connect > Benefits > Healthcare > Doctor@Hand](#).

How you can access the support

Step 2: Specialist support

After your initial assessment (with Roodlane or another GP), you may be referred to a specialist.

To access specialist support through AXA Health:

1. Call AXA Health on 0800 521 905 and request a pre-authorisation code for the assessment. When you call, you will need your policy number to hand, which you can find in any recent correspondence, in the policy document sent to your home address or on AXA's member online webpage.
2. Once you or your family member receives the pre-authorisation code, you can have a consultation with a specialist, which may include certain tests as well.
3. Medication may be prescribed to you or your family member.



Please note: if you are covered by AXA Health, you will need to pay the excess for this specialist consultation. The excess for Level 2 cover if you have been referred is £100. Details of the different levels of excess for the benefit can be found within the policy documents on the [MyBenefitChoices](#) website.

Step 3: Treatment

If medication or any other treatment is prescribed to you or your family member by the specialist, you will need to call the AXA Health helpline at 0800 521 905 to check if the treatment is covered.

Where to learn more

If you have a specific question or require further support on how you can access the menopause benefit, you can contact the AXA Health helpline at 0800 521 905.



Useful information

AXA Health

is the bank's private healthcare provider within which these pathways for support are offered.

Phone: 0800 521 905

Website: www.axahealth.co.uk

Roodlane Medical

is a private GP service offered to bank employees.

Phone: 0845 437 0691

Email: appointments@roodlane.co.uk

Website: www.hcahealthcare.co.uk/facilities/roodlane-medical

DoctorCare Anywhere

is your private GP service that you can access 24/7.

Phone: +44 (0)330 088 4980

Email: contactus@doctorcareanywhere.com

Website: <https://doctorcareanywhere.com>