


MyHealthCounts

An online health and wellbeing tool helping you to look after your health.

MyHealthCounts helps you to gain a better understanding of your current state of health and any lifestyle adjustments that could improve it. Participating in **MyHealthCounts** also gives you the opportunity to qualify for up to 15% off your renewal premium.

Here's how it works

- Once you buy a Healthier Solutions policy, you, and all other members over the age of 18 on the policy, have the option to register for MyHealthCounts by visiting  myhealthcounts.aviva.co.uk Terms and conditions and the privacy policy can be viewed online before you sign up
- After registering you can each complete an online health questionnaire telling us about your health and lifestyle choices. Based on this information we'll calculate your individual Q Scores. Knowing your Q Score helps you to see how your health compares to other people like you - but that's not all, it could also save you money when you renew your cover

- The higher your Q Scores are, the more you could save when you renew your cover – up to a maximum of 15%. As at November 2022, 74% of members that completed the MyHealthCounts online questionnaire in the required time period received the full 15% discount at renewal

MyHealthCounts is subject to availability; we may change or remove all or any part of the MyHealthCounts programme or discount at any time and we will advise the policyholder of any changes. Any changes will also be posted within the terms and conditions which can be found on our website

 myhealthcounts.aviva.co.uk

This is an online programme so no other means of participating (e.g. telephone or paper based) will be offered.

Information entered within the online health assessment (Q Score), either by you or any members over the age of 18 on the policy, will not be used by us for underwriting purposes or linked to calculating your overall premium before any discount.

For full terms and conditions and further information, please go to

 myhealthcounts.aviva.co.uk

MyHealthCounts is only available to Healthier Solutions customers. Healthier Solutions is an individual private medical insurance product, provided by Aviva.

To find out more, speak to your insurance adviser or

 **contact us directly on 0800 42 42 42** or

 aviva.co.uk/health-insurance/private-health-insurance

Calls may be monitored and/or recorded.



Questions and answers

Q When can I register for MyHealthCounts?

A Once you become a Healthier Solutions customer, if you are over the age of 18 you will be sent information about how to join MyHealthCounts.

Q Do I have to take part in MyHealthCounts?

A No, it's entirely optional. Of course we hope you will give it a try as we are very excited to be able to offer you a way to understand more about your health, at no extra cost. Once you have signed up and got your Q Score, it's entirely up to you as to whether you choose to do your own thing, or follow one of our 12 week programmes covering:

✔ Exercise ✔ Diet ✔ Weight loss ✔ Alcohol ✔ Smoking

Q Will MyHealthCounts increase my premium?

A MyHealthCounts is available at no extra cost.

Q If I make a claim, will I still get a MyHealthCounts discount?

A You can, MyHealthCounts is completely separate from the no claims discount (NCD). So if anyone covered on your policy makes a claim, the policy will drop down the NCD scale at renewal unless you have protected your NCD. However, you could still separately earn a MyHealthCounts discount on your premium.

Q Will the medical information I provide be used to assess any claim?

A No, we will not use the information you submit through MyHealthCounts to assess any claim.

Q How will you use the data I provide?

A We will only use your MyHealthCounts data to calculate your discount. We will not use your data for underwriting purposes.

This brochure is also available in braille, large print and audio format.

If required, please contact us on:

☎ **0800 092 4590** to request a more suitable format.

Calls to and from Aviva may be monitored and/or recorded.