

Dental Insurance

Insurance Product Information Document



Company: Bupa Insurance Limited

Product: Dental Cover 20 Policy

Registered in England and Wales. Authorised in the United Kingdom by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registration number 203332.

This is a summary of the insurance cover. Before purchase, further information can be found in your quotation and/or the membership guide. Full terms and conditions of the policy are contained in the membership guide and on your membership certificate which you will receive after your purchase. It is important you read all of these documents carefully.

What is this type of insurance?

Dental insurance, which is designed to provide a cash benefit to cover preventative and restorative dental treatment, treatment of dental injury as a result of an external impact, emergency dental treatment to alleviate pain and treatment for primary oral cancer.



What is insured?

Cover is available for individuals and family members.

- ✓ Preventative dental treatment in the UK of up to £150 per person, per policy year
- ✓ Restorative dental treatment in the UK. We contribute 75% towards the cost of your restorative dental treatment up to £700 per person, per policy year
- ✓ Emergency dental treatment to alleviate pain, worldwide cover of £600 per policy year, consisting of three emergencies up to £200 each
- ✓ Dental Injury from an external impact, worldwide cover of up to £5,000 per person, per policy year
- ✓ Primary oral cancer treatment – paid in full when being referred for oral cancer treatment and using a recognised practitioner, partnership facility or a fee-assured consultant



What is not insured?

- ✗ Cosmetic treatment
- ✗ Dental consumables such as toothbrushes, mouthwash and dental floss
- ✗ Dental injury whilst participating in a physical contact sport such as rugby or boxing
- ✗ Dental procedures carried out by a hospital, for example wisdom teeth extractions
- ✗ Dental treatment care or repair to gums, teeth, mouth or tongue in connection with mouth jewellery
- ✗ Dental treatment resulting from or related to a self-inflicted injury
- ✗ Dental treatment required as a result of nuclear or chemical contamination, war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, terrorism, insurrection, or military or usurped power
- ✗ Fissure sealants
- ✗ Mouthguards
- ✗ Orthodontic treatment
- ✗ Pre-existing conditions
- ✗ Replacement of dentures or a prosthetic appliance which have been lost or stolen
- ✗ Antibiotics, painkillers or other prescription charges for restorative dental treatment
- ✗ Surgical implants



Are there any restrictions on cover?

- ! Any oral cancer treatment if the person receiving the treatment has not been referred to the recognised practitioner by their GP or dental professional
- ! Oral cancer treatment for cancer of the tonsils or the salivary glands
- ! Dental injury in the UK, before the cover start date of the policy
- ! Restorative dental treatment, emergency dental treatment or dental injury treatment in the waiting period when you first join the policy
- ! Restorative dental treatment received or planned at your first dental examination if you have not had a dental examination in the 24 months before you join the policy
- ! Oral cancer treatment within six months of your cover start date when you first join the policy

Other restrictions apply, see full terms and conditions.



Where am I covered?

- ✓ Great Britain, Northern Ireland the Channel Islands and the Isle of Man for preventative and restorative dental treatment, and primary oral cancer treatment
- ✓ Worldwide cover for Emergency dental treatment and Dental injury treatment



What are my obligations?

Obligations at the start of the contract:

- You must pay your premiums on or before the date they are due
- You must be a UK resident

Obligations during the term of the contract:

- You must tell us of any changes in your or your dependants' address

Obligations in the event that a claim is made:

- You are responsible for paying any amount above your benefit limit
- Claims should be submitted to us as soon as possible and within 12 months of the treatment date
- You must provide any information we require to assess your claim, including medical information and original receipts (as required)
- You must obtain pre-authorisation for any primary oral cancer claims and treatment carried out with a practitioner recognised by Bupa and registered with the relevant professional body



When and how do I pay?

- Monthly by Direct Debit
- Annually by Cheque or Credit/Debit Card



When does the cover start and end?

- The term of the contract is 12 calendar months
- Your policy will be renewed automatically and payment taken, unless you choose not to continue
- You can find your policy start and end date in your membership certificate



How do I cancel the contract?

- You can cancel your policy, or your dependants' cover, within 21 days of receiving your policy documents or the start date of your policy (whichever is later) and receive a full refund if no claims have been made. After this period, you can cancel your policy, or your dependants' cover, at any time
- To cancel call us on **0800 010 383**, we may record our calls, or write to us at **Bupa, Bupa Place, 102 The Quays, Salford M50 3SP**

For people with hearing or speech difficulties you can use the Relay UK service on your smartphone or textphone. For further information visit www.relayuk.bt.com. We also offer documents in Braille, large print or audio.