

Important changes to your cover

We regularly review our plans and often update them to improve your cover or to make your cover clearer. This leaflet tells you about the more significant changes we've made and other wording changes we'd like to draw your attention to.

We recommend that you read these changes carefully alongside your new membership handbook, which contains the full terms of your cover. Please note that you might see some other wording changes in your handbook, but these don't affect your cover.

If you'd like to talk to us about anything in this leaflet, please call 01923 770 000 or email support@thephc.co.uk

Counselling and Support Service

Your cover includes our Counselling and Support Service, which offers a confidential telephone service 24 hours a day for information, support and counselling. If the team believe it's appropriate for your situation, they can offer you either telephone or face-to-face counselling sessions.

The amount of sessions available has been increased from five to eight.



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Write to us at: PHC, Building 2, First Floor, Croxley Park, Watford, Hertfordshire WD18 8YA.

We may record and/or monitor calls for quality assurance, training and as a record of our conversation.

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