

# Your application/ amendment form

## Select Healthcare Plan

Non-underwritten/Moratorium

To be completed by the member



## How to complete this form

Use this form if you're applying for a new policy, or you're the main policyholder adding someone to your cover. Here's what you need to do:

- If you're using a paper copy of this form, please fill it out using capital letters and black ink. You can also complete the form using a computer.
- Complete the form as fully and correctly as you can. You must answer the questions honestly and to the best of your knowledge.
- If the answers are about someone else covered on your policy, check with them to make sure they're correct.
- Read the privacy notice on page 6 of this document to see how we use your information. Give a copy of this to anyone else covered on your policy.
- Sign and date the form.
- Return it to us by post or email:
  - By post to: **Bupa, Bupa Place, 102 The Quays, Salford M50 3SP**
  - By email to: **membershipadmin@bupa.com**

## What type of application are you making? *(please tick)*

New application *(you need to complete sections 1, 3 and 5 on this form)*

Adding someone else to my policy *(you need to complete sections 1, 2, 3 and 5 on this form)*

## Scheme details – please speak to your Group Secretary for these details

Company name

Bupa group number

Please tell us which policy should be selected for this application.

Preferred cover start date

**Need to know:** we'll try to start the cover (for the new application or change, whichever applies) on the above date. We'll confirm your start date on your membership certificate.

# 1. Your personal details

Title (please tick or list title if other) Mr  Mrs  Miss  Ms  Mx  Other

First name(s)

Surname

Address

Postcode

Home telephone number

Mobile telephone number

Email address

Date of birth

Sex at birth Male  Female

If you're already a Bupa policyholder or beneficiary or have been in the past, please give us your membership or registration number.

**If you'd like to add anyone else to your cover (for example your partner or children) please answer the questions in section 2. If not, go to section 3.**

# 2. Details of anyone else to be covered

## Need to know

If you'd like to cover any dependants, please give us their details below. Remember to check with each dependant that you have their correct details and make sure that they're shown our privacy notice on page 6 before sending us their details. You must have their express agreement to send us this form on their behalf, or be their legal representative.

Please note: adding people to your policy may impact the price you pay for your cover.

	Person 2	Person 3	Person 4	Person 5
Title				
First name(s)				
Surname				
Relationship to you				
Date of birth	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>	<input type="text" value="D"/> <input type="text" value="D"/> <input type="text" value="M"/> <input type="text" value="M"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/> <input type="text" value="Y"/>
Sex at birth	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>	Male <input type="checkbox"/> Female <input type="checkbox"/>

**Need to add more people? Use a separate piece of paper and attach it with this form when you send it back to us.**

### 3. About you and anyone else to be covered

#### Need to know

Please answer each question for yourself and for each person named in section 2. If you're an existing policyholder and are only adding dependants, you don't need to complete section 3 about yourself, just about your dependants.

Please tick 'Yes' or 'No' to every question as it applies to you and each dependant named in section 2. Remember to check with them that you have their correct details and make sure they're shown our privacy notice on page 6 before sending us their details.

	Main policyholder	Person 2	Person 3	Person 4	Person 5
<i>(Please tick the relevant box)</i>	Yes No	Yes No	Yes No	Yes No	Yes No
Are you a UK resident (including the Channel Islands and Isle of Man)? If not, we may be unable to offer you health insurance cover	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>
Have you been registered with a UK GP for at least six months?	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>
If not, do you have access to your medical records in English? <b>Need to know:</b> You'll need to be registered with a GP in the UK - if not, we may be unable to offer you health insurance cover	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>
Are you a professional or semi-professional sportsperson? By this we mean: are you paid or sponsored to take part in any sport?	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>	Yes No <input type="checkbox"/> <input type="checkbox"/>
If 'Yes', which sport(s)? Please include the name of the team, if applicable? <b>Need to know:</b> When we receive your application, if we're unable to offer you health insurance cover, we'll let you know as soon as we can					

## 4. Medical reports – when we need more information from your doctor

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We may need to ask your doctor for information about your consultation, tests, or treatment to see if your policy covers these - we'll need your permission to do this, and you have certain rights when it comes to your personal and medical information:

- you can give your doctor permission to send us a medical report without you seeing it first or ask to see it before they send it to us
- you can ask your doctor to show you the medical report before they send it to us so long as you do this within 21 days from the date we ask them for it
- if you don't contact your doctor within 21 days, we'll ask them to send the report straight to us
- you can ask your doctor to change the report if you think it's inaccurate or misleading - if they refuse, you can add your own comments to it before they send it to us
- once you've seen the report, your doctor can't send it to us unless you give them permission to do so
- you can ask your doctor not to send us the medical report - if this happens, we may be unable to tell you whether your consultation, test or treatment is covered, and we may be unable to pay your claim
- you can ask your doctor to let you see a copy of your medical report within 6 months of it being sent to us
- your doctor can withhold some or all the information in the report if they believe the information:
  - might cause you or someone else physical or mental harm, or
  - would reveal someone else's identity without their permission (unless the person is a healthcare professional, and they provide is about your care)
- your doctor may charge you for a medical report - we'll let you know if we'll cover some of this cost - if not, you'll need to pay for it yourself.

There's more detail about your rights in **The Access to Medical Reports Act 1988** and **The Access to Personal Files and Medical Reports (NI) Order 1991**.

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## 5. Your legal declaration

**Important: please read this declaration carefully before signing and dating the completed form.**

1. To the best of my knowledge and belief the information given in this form is true, accurate and complete. I understand that Bupa can end a person's policy or refuse to pay a claim in full or part if there is reasonable evidence that I or any other person to be covered on this policy did not take reasonable care when providing any information requested in this form.
2. Where I have provided information on behalf of any other person to be covered on the policy, I confirm that I have checked with them that the information is correct before completing this form and I have their express agreement to submit this form on their behalf, or I am their legal representative.
3. I understand that my personal information and that of any other person to be covered on this policy will be processed by Bupa for the purposes set out in Bupa's privacy notice. I confirm that I have brought Bupa's privacy notice to the attention of the persons covered.
4. I agree to be bound by the policy terms and conditions (including in respect of those terms that apply to any other person to be covered on this policy). I agree that English law will apply to the policy terms and conditions.

It is essential that you take reasonable care to provide us with full, complete and accurate information when you complete this form. Please be sure to check the entire form.

If you do not provide complete information about yourself or any other person covered under the policy, we will have the right to end your policy, or to refuse to pay all or part of a claim.

We recommend that you keep a record of all the information you supply to us in connection with this form, including letters.

If you would like a copy of this form, please ask us.

Obtaining medical reports from your doctor

- I understand that Bupa may need me to provide a medical report from my doctor to support my application, before treatment is authorised or a claim paid.
- I understand that Bupa will gain verbal or written permission from me prior to any medical report being requested in this way.
- I have shown this declaration to the other people to be covered on this policy. I confirm that they understand that Bupa will gain verbal or written permission from them prior to any medical report being requested in this way.
- I acknowledge the rights I have in relation to such reports as explained in section 4.

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Signature

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Date

D	D	M	M	Y	Y	Y	Y
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We'll verify your digital signature if you sign your form using an Adobe Digital ID or Adobe Sign (or similar). If you change your form after digitally signing it or send us a printed or scanned copy, then we'll be unable to do this. We'll call or write to you to confirm this is your signature instead. We'll be unable to tell you what you're covered for until we've verified your signature, and it might take us longer to pay any claims.

# Privacy notice – in brief

We are committed to protecting your privacy when dealing with your personal information. This privacy notice explains what information we collect about you, how we use it and how we protect it. It also gives you information about your rights. The information we process about you, and our reasons for processing it, depends on the products and services you use. You can find more details in our full privacy notice, which is available at [bupa.co.uk/privacy](https://bupa.co.uk/privacy). If you do not have access to the internet and would like a paper copy, please write to

**Bupa Data Protection, 1 Angel Court, London EC2R 7HJ.**

If you have any questions about how we handle your information, please contact us at [dataprotection@bupa.com](mailto:dataprotection@bupa.com).

## Information about us

In this privacy notice, references to ‘we’, ‘us’ or ‘our’ are to Bupa. Bupa is registered with the Information Commissioner’s Office, registration number Z6831692. Bupa is made up of a number of trading companies, many of which also have their own data-protection registrations. For company contact details, visit [bupa.co.uk/legal-notices](https://bupa.co.uk/legal-notices).

## 1. Who this privacy notice applies to

This privacy notice is for anyone who buys, uses or contacts us about our products and services (‘you’, ‘your’) in any way (for example, by email, through our website, by phone, on our app and so on).

## 2. How we collect personal information

We collect personal information from you when you get in touch with us and from certain other organisations acting on your behalf (for example, brokers, healthcare providers and so on). If you give us information about other people, you must make sure that they have seen a copy of this privacy notice and are comfortable with you giving us their information.

## 3. What personal information we collect

We process the following categories of personal information about you and, if it applies, your dependants.

- Standard personal information (for example, information we use to contact you, identify you or manage our relationship with you)
- Special categories of information (for example, health information, information about race, ethnic origin and religion) that allow us to tailor your care
- Information about any criminal convictions and offences (we may get this information when carrying out anti-fraud or anti-money-laundering checks, or other background screening activity)

## 4. How we use the personal information we collect

We process your personal information for the purposes set out in our full privacy notice, including to deal with our relationship with you (including for claims and handling complaints), for research and analysis, to monitor our expectations of performance (including of healthcare providers relevant to you) and to protect our rights, property or safety, or that of our customers or others. The legal reason we process personal information depends on what category of personal information we process. We normally process standard personal information because it is necessary so we can provide the services set out in a contract, it is in our or other people’s legitimate interests or it is needed or allowed by law. We process special categories of information (also known as sensitive information because it is necessary for an insurance purpose, because we have your permission or as described in our full privacy notice. We may process information about your criminal convictions and offences (if any) if this is necessary to prevent or detect a crime.

## 5. Marketing and preferences

We may use your personal information to send you marketing by post, phone, social media, email and text. We only use your personal information to send you marketing if we have your permission or it is in our legitimate interest. If you don’t want to receive personalised marketing about similar products and services that we think are relevant to you, please contact us at

[optmeout@bupa.com](mailto:optmeout@bupa.com) or write to

**Bupa Data Protection, 1 Angel Court, London EC2R 7HJ.**

## 6. AI, Profiling and Automated decision-making

Like many businesses, we sometimes use automation to provide you with a quicker, better, more consistent and fairer service, as well as marketing information we think will interest you (including discounts on our products and services). This may involve evaluating information about you and, in limited cases, using technology to provide you with automatic responses or decisions. You can read more about this in our full privacy notice. You have the right to object to direct marketing and profiling (automated processing of your information to help us evaluate certain things about you, for example, your personal preferences and your interests) relating to direct marketing. You may also have rights to object to other types of profiling and automated decision-making.

## 7. Sharing your information

We share your information within the Bupa group of companies, with relevant policyholders (including your employer if you are covered under a group scheme), with funders who arrange services on your behalf, those acting on your behalf (for example, brokers and other intermediaries) and with others who help us provide services to you (for example, healthcare providers) or who we need information from to handle or check claims or entitlements (for example, professional associations). We also share your information in line with the law. You can read more about what information may be shared, and in what circumstances, in our full privacy notice.

## 8. Cookies

When you use our websites and apps, we and third-party companies use cookies and similar technologies to collect information (for example, your browsing activity).

## 9. Transferring your personal information abroad

We work with companies that we partner with, or that provide services to us (such as healthcare providers, other Bupa companies and IT providers) that are located in, or run their services from, countries across the world. As a result, we transfer your personal information to different countries. This may include transferring it from within the UK to outside the UK, and from within the EEA (the EU member states plus Norway, Liechtenstein and Iceland) to outside the EEA, for the purposes set out in this privacy notice. We take steps to make sure that, when we transfer your personal information to another country, appropriate protection is in place in line with global data protection laws.

## 10. How long we keep your information for

We keep your personal information in line with the periods set out in our Retention Policy. We will typically keep your personal information for seven years after you stop being our customer.

## 11. Your rights

You have rights to have access to your information and to ask us to correct, delete and restrict the use of it. You also have rights to:

- object to your information being used
- ask us to transfer your information to someone else
- withdraw your permission for us to use your information, and
- ask us not to make automated decisions which produce legal effects that concern or significantly affect you.

Please contact us if you would like to exercise any of your rights.

## 12. Data protection contacts

If you have any questions, comments, complaints or suggestions about this privacy notice, or any other concerns about the way in which we process information about you, please contact us at [dataprotection@bupa.com](mailto:dataprotection@bupa.com). You can also use this address to contact our Data Protection Officer. You also have a right to make a complaint to your local privacy supervisory authority. Our main office is in the UK, where the local supervisory authority is the Information Commissioner’s Office, who you can contact through their website at [ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint) or by calling 0303 123 1113.

## Final checklist

Before you send us your form, please make sure you have:

- ✓ completed all relevant sections of the form
- ✓ included full details of anyone else you want covered on your policy. And checked with them that their details are correct.
- ✓ read the privacy notice and given it to anyone else you want covered on your policy
- ✓ got agreement from anyone else you want covered on your policy to submit this form on their behalf (or you are their legal representative)
- ✓ remembered to sign and date your form
- ✓ kept a copy for your own records.

## Where to send your completed form

- By post: **Bupa, Bupa Place, 102 The Quays, Salford M50 3SP**
- Or by email: **membershipadmin@bupa.com**

## What happens next?

We'll review the information you've included in our form and if we need more details, we'll be in touch. If we don't need to check anything with you, we'll send you a welcome pack.

Bupa health insurance is provided by:

Bupa Insurance Limited. Registered in England and Wales with registration number 3956433.

Bupa Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Arranged and administered by: Bupa Insurance Services Limited, which is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales with registration number 3829851.

Registered office: 1 Angel Court, London EC2R 7HJ

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