

FAQs

Free mini health check



The Offer

What is the offer?

From 4 August to 30 September 2025, customers who get a quote and take out a new Bupa By You policy will qualify for a free mini health check worth £100*. This is available to both the main policyholder and their adult partner if covered on the policy (age 18+). The check includes a blood test kit, clinician time, and tests for lipid, HbA1c, liver, kidney, and thyroid profiles. It is not available for purchase outside this offer.

Where can customers access the offer?

The offer is available to all Bupa By You new business and Switch customers who either on a full underwriting or moratorium basis who take out cover via:

- Our telephony team
- An intermediary
- Our quote and buy channel online.

Existing customers can also receive the offer if they choose to be re-underwritten to join Bupa By You as a new customer.

Are there any timeframes?

- Customers must receive a quote and have a start date between 4 August to 30 September 2025.
- They must complete two full months of cover to qualify.
- Customers have until 31 March 2026 to redeem their free mini health check.

Eligibility

Who is eligible?

The free mini health check is available to the main policyholder and their adult partner (18+), if covered on the policy and residing in mainland UK.

Redeemable once per person. [Full terms and conditions can be viewed here](#)

Who is not eligible?

- Dependants on the policy
- Ex-group scheme customers
- Professional or semi-professional sportspeople
- Residents of Northern Ireland, the Channel Islands, Isle of Man or Isle of Wight

Why are some groups excluded?

- Ex-group scheme customers must opt for new business cover to qualify.
- Due to clinic access and testing logistics, the offer is not suitable for clients in excluded regions.

Can the offer be transferred to a dependant?

No. The offer is only for the main policyholder and covered adult partner. It cannot be transferred.

Can dependants qualify separately?

Yes, dependants aged 18+ can take out their own Bupa By You policy and qualify.

(Note: they will not receive child-free cover or family discount.)

Do Health & Lifestyle or Affinity customers qualify?

Yes, customers who qualify for these discounts or groups are eligible.

The free mini health check – The details

When does the customer receive the free mini health check invite?

After the customer has completed two full months of cover, an email will be sent to the main policyholder's email address. This will include all the information the customer (and their covered adult partner, if applicable) needs to book their free mini health check(s).

Where can the free mini health check be carried out?

Customers can choose to attend a Bupa health centre or complete the mini health check remotely. Both options and instructions will be detailed in the email.

Can the free mini health check be carried out at any Bupa health centre?

Yes. All Bupa health centres are listed at: <https://www.bupa.co.uk/health/health-assessments/our-centres>

How will this be done remotely?

Customers will receive a simple finger-prick blood test kit with clear instructions and prepaid packaging to return the sample for testing.

What does the mini health check cover?

- HbA1c (diabetes marker)
- Cholesterol profile (lipids)
- Kidney function
- Liver function
- Thyroid function

*The mini health check has been valued at £100 to cover: blood test kit, clinician time, lipid, HbA1c, liver, kidney and thyroid profiles. It is not a product you can purchase outside of this offer.

Receiving and understanding results

How will a customer get their results?

If results are abnormal, the customer will receive:

- A pre-assessment questionnaire
- An explanatory email
- Instructions to book a follow-up consultation with a clinician (or a direct call depending on severity)
- If results are within normal ranges, the customer will receive an email with their results.

What if a customer wants to discuss normal results?

They can:

- Call the Bupa Anytime HealthLine.
- Book a Blua digital GP appointment.
- Book a face-to-face GP appointment at a Bupa health centre (at their own cost).

Can the GP provide a referral if needed?

Yes, provided the condition is not excluded or pre-existing and is covered by the policy. The standard early claims process applies.

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