



NEWS RELEASE

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Insurance medical change gathers pace with new tele-interview deals

Two new tele-interviewing deals provide further compelling evidence of the change in the way that life and protection insurers collect medical evidence for underwriting purposes, according to the major independent provider of outsourced services to the insurance industry.

The most recent converts to Middlesex-based Medicals Direct Group's tele-interviewing concept are protection and healthcare specialist Scottish Provident and protection heavyweight Legal & General. They chose Medicals Direct Group for its experience, having already conducted more than 30,000 tele-interviews for various leading insurers.

Scottish Provident is now selecting a significant number of scope cases for Medicals Direct tele-interview instead of either a General Practitioner Report or completion of a Medical Conditions Questionnaire by the client. The insurer is at present also requesting General Practitioner Reports in selected cases for comparison purposes before moving to tele-interviews for all applications.

L&G Group Protection has supplemented its existing relationship with Medicals Direct and joined the tele-interviewing revolution by offering this service for Group Life Assurance and Group Critical Illness Cover. Tele-interviewing forms a key part of their new premier ONEderwriting service for Group Income Protection where individuals can be underwritten quickly and conveniently, and are then very unlikely to need underwriting again.

“Tele-interviewing by trained nurses lies at the heart of streamlined procedures being adopted by increasing numbers of insurers,” explains Medicals Direct’s Chief Operating Officer Jonathan Benton. “Underwriting directors are now sold on the quality of the information that’s collected, the huge cost savings and an average turnaround below three calendar days compared to over 20 days for a typical General Practitioner Report. The so-called ‘Big T’ tele-interviewing also removes the requirement for advisers to ask awkward medical questions and enables them to use a short form application.

“Most importantly, tele-interviewing has proved to be highly effective. Our research has indicated that more medical information than originally disclosed may emerge from expertly conducted tele-interviews. And where nurse tele-interviews are undertaken instead of General Practitioner Reports we have found that in about 85% of cases underwriting may be concluded with no further medical evidence. No cost-conscious, competitive insurer can now afford to ignore such statistics.”

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NOTES TO EDITORS

The Stanmore-based Medicals Direct Group has been trading for over a decade and has established itself as the pre eminent provider of outsourced risk management and medical services solutions for insurers, employers and individuals.

To support the insurance industry, Medicals Direct provides a comprehensive range of outsourced underwriting, medical evidence and rehabilitation services delivered through its nationwide network of experts. Medicals Direct also operates its own wholly owned clinic network providing regulatory medicals, primary care and occupational health services.

- Medicals Direct Group provides services to most of the country’s leading life insurance providers
- Medicals Direct Group is the market leader in the provision of medical screenings to the life insurance industry and carries out c180,000 nurse screenings, c60,000 doctor led medicals and c30,000 tele interviews annually
- Medicals Direct Group underwrites some 400,000 lives per annum on behalf of life insurance and bancassurance companies

- The Group's turnover in 2007 was approximately £20 million
- Medicals Direct Group employs nearly 170 people

Contacts

Jonathan Benton (Chief Operating Officer)

Tel: 020 8416 1501

Email: jbenton@medicalsdirect.com

Web: www.medicalsdirect.com

Mike Johnstone (PR Agents)

The Outsourced Marketing Department

Tel: 01279 657555

Email: mike@tomd.co.uk



Jonathan Benton