



User Guide

# Your Membership Perks

Wellbeing benefits  
for a healthier, happier you



## What makes Eleos Income Protection an even better option? The discretionary free perks you get as a member.



Your financial stability is central to what we do, but we want to give you more. That's why, when you take out an Eleos Income Protection policy, you get access to a selection of special privileges, included at no extra charge.

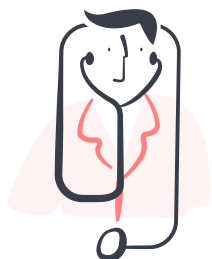
In addition to financial security and worry-free living, as an Eleos member you'll enjoy perks that help you look after your physical and mental well-being as well as features that make your money go further.

### GoGP – powered by HealthHero

- 🕒 24/7 access to GP healthcare support, via video or phone call

### Cash-back rewards on everyday spending

- 🕒 Exclusive access to cash-back rewards when you spend with 60+ popular Brands



## Your perks explained

### GoGP

Frustrated by how hard it can be to see your doctor?

Now you can say goodbye to phone queues and waiting weeks for an appointment.

GoGP is available 24 hours a day, seven days a week, worldwide.

Powered by:  HEALTH HERO

- 🕒 Accessible wherever you are in the world
- 🕒 Choose from a video or phone consultation
- 🕒 The option to select a female or male doctor
- 🕒 Specialist clinicians available
- 🕒 Private prescriptions sent to your local pharmacy for you to collect
- 🕒 Consultation outcomes and fit notes will update your confidential GP records to support any future claim



## Eleos Cash-back Platform

Make everyday shopping a pleasure with money back on instore and online purchases. Join the Eleos club and get cashback every time you buy from top UK and global brands

- 🛒 Shop with some of the UK's biggest supermarkets and the top budget chains
- 🛒 Shoes, trainers, casualwear and more from leading brands
- 🛒 Eat out or home delivery for less
- 🛒 Electronics, gaming, holidays, furniture, skincare and much more

The money you save is paid into your cashback wallet ready for you to buy your next gift card and make more savings. Spend and save as often as you like.

## How to access your membership perks

Visit the Eleos log-in page on our website to access full details and instructions from your customer dashboard.

## Who do these perks apply to?

The free perks are available to those members who have an active **Eleos Income Protection policy** and are residents of the United Kingdom.

## What do we mean by discretionary perks?

Discretionary perks are ones that we offer in addition to your rights and entitlements under your policy. They are free perks, provided to give Eleos customers extra support but we can't guarantee that they will always be available.

If it became necessary to withdraw any of them, we would give you a minimum of six months' notice, both in writing and on the Eleos website, before doing so.

The Insurer, Shepherds Friendly, has no responsibility for these perks or for giving notice of their withdrawal.

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