



Questions and answers

Q What is Denplan Care?

A Denplan Care helps you budget for your regular dental visits. It covers most of your restorative care such as fillings or crowns should you need them, as well as the option to include worldwide dental injury and dental emergency cover (Denplan Supplementary Insurance).

The amount you pay for Denplan Care is set by your dental practice and based on your oral health needs.

Q When will my Denplan Care contract start?

A Your practice team will agree the start date for your Denplan Care contract with you. This date will always be the first day of a month.

Q How will Denplan Care benefit my dental health?

A You can use Denplan Care to support a preventive approach to your oral healthcare. Regular check-ups, dental care and oral health advice can help reduce the need for costly and complex dental treatment.

Q How much does it cost?

A As the dental practice sets their own fees, they will be able to give you an indication of the price you'll pay. It will depend on the amount of care you need. A one-off registration fee of £15 per person may apply upon joining.

Q Are there any discounts available?

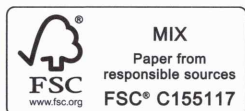
A There may be discounts where more than one member of a family (or group) is registered at the same dental practice, the following discounts may apply:

Two family/group members	- 5%
Three family/group members	- 10%
Four or more family/group members	- 15%

Please note: if your dental practice offers a discount, to qualify all payments must be collected using a single Direct Debit. All correspondence will be sent to the address of the person who pays for the dental payment plans.

Q Who am I in contract with?

A For the dental care you receive under Denplan Care you are in contract with your dental practice. For the Denplan Supplementary Insurance element you are in contract with Simplyhealth Access.



Denplan, part of Simplyhealth, Hambleton House, Waterloo Court, Andover, SP10 1LQ. Tel +44 (0) 800 401 402

Denplan is a trading name of Denplan Limited, an Appointed Representative of Simplyhealth Access for arranging and administering dental insurance. Simplyhealth Access is incorporated in England and Wales, registered no. 183035 and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Denplan Limited is regulated by the Jersey Financial Services Commission for General Insurance Mediation Business. Denplan Limited only arranges insurance underwritten by Simplyhealth Access. Premiums received by Denplan Limited are held by us as an agent of the insurer. Denplan Limited is registered in England No. 1981238. The registered office for these companies is Hambleton House, Waterloo Court, Andover, Hampshire SP10 1LQ.

Denplan Care

Benefits at a glance

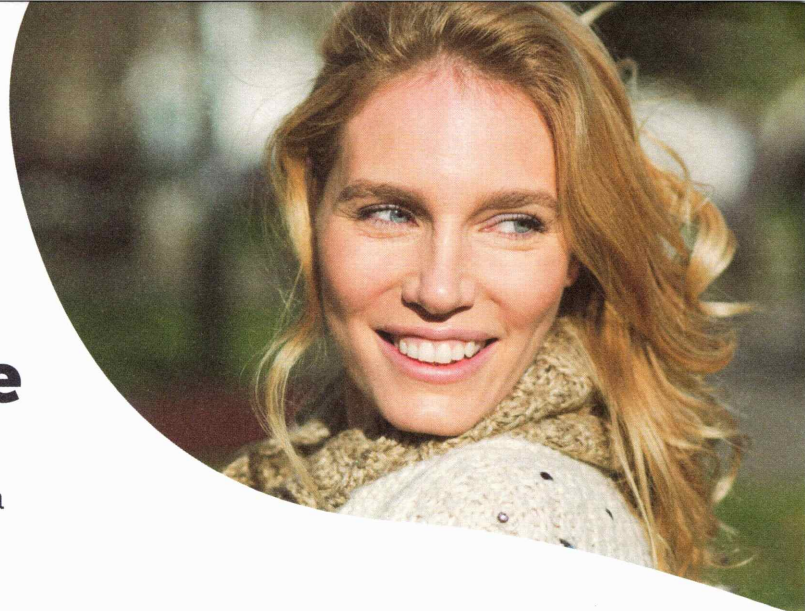
Denplan Care includes preventive care and the option to choose emergency care, plus a wide range of restorative dental treatments all included in your personalised plan.

It's worth remembering that treatment is always at the discretion of your practice team. This is a summary of the benefits, exclusions and limitations. Full terms and conditions can be found in the Membership Booklet.

Denplan Care gives you
✓ An easy way to spread the cost of your routine preventive and restorative private dental care
Routine preventive and restorative dental care from your practice team which includes
✓ Check-ups
✓ Scaling, polishing and other hygiene treatments
✓ Preventive dental advice
✓ Dental x-rays
✓ Necessary fillings
✓ Any necessary extractions
Major restorative care from your practice team
✓ Periodontal (gum) treatment
✓ Crowns, bridges, dentures, inlays (excluding laboratory fees)
✓ Root canal treatment (if offered by the practice team)
Denplan Care does not cover
✗ Laboratory fees and prescriptions
✗ Any treatment excluded by the dental practice in your contract, which is then payable by you to the dental practice
✗ Referral to a specialist or specialist treatment
✗ Treatment carried out by someone other than by your registered practice team, except when you need emergency temporary dental treatment
✗ Orthodontics, implants, cosmetic treatment
✗ Sedation fees

If you'd like to find out more, please ask a member of the practice team or visit www.denplan.co.uk/patients or visit www.denplan.co.uk/contactus or call us on **0800 401 402***

* Lines are open from 9:00am to 5:00pm Monday to Friday



For 60p a month you can add Denplan Supplementary Insurance which includes:

Worldwide dental injury and dental emergency cover

- ✓ Temporary emergency dental treatment in the UK (up to £450 per incident. Maximum amount payable £900 per calendar year)
- ✓ Temporary emergency dental treatment when overseas (up to £470 per incident. Maximum amount payable £940 per calendar year)
- ✓ 24-Hour Worldwide Dental Emergency Helpline

Hospital cash payment

- ✓ Up to £62 for each night you stay in hospital under the care of a dental or maxillofacial surgeon for dental treatment for up to one year

Mouth cancer cover

- ✓ Up to £12,000 towards one course of treatment for up to 18 months following diagnosis (smokers are included)

Denplan Supplementary Insurance does not cover

- ✗ Emergency dental treatment provided by your own dental practice or a dentist/specialist acting on your dental practice's behalf
- ✗ Dental injury caused while training for or participating in contact sports, unless appropriate mouth protection is worn
- ✗ Mouth cancer diagnosed before joining a Denplan payment plan or within 90 days after the date you joined (or for which tests or consultations began within those 90 days)
- ✗ Mouth cancer situated in the tonsils