

Member Name	Questions to raise at AGM	Comments
Robin Pike	When will National Friendly revise the limits they place on Consultants' fees? The current values of £250 and £150 have been in place for some years and these sums are now completely out of date	<p>It is true to say that the consultation fees have remained at the same level for several years, although they are reviewed on a regular basis to ensure they remain appropriate. As a business we have to balance the premiums we charge customers to access private specialists with the costs incurred for that treatment. When consultation expenses were last reviewed 85% of consultation expenses were covered in full. We are due to review this again during Q4 2024 for an up to date picture. Our medical claims team always look to flag any potential shortfalls in advance with customers and where requested help source alternative specialists nearby whose fees will be covered in full. This provides customers with a flexible policy and where there is a strong preference to see a particular specialist they can do so, but may need to top up the payment we make, or they can switch to an alternative specialist where no shortfall will apply.</p> <p>Whilst the consultation fee limits have remained the same in recent years, in 2022 we introduced a new guided hospital option for new customers. This is where the claims team will source and book in an appointment on behalf of the customer. We restricted this to particular hospital groups where we have stronger commercial arrangements in place so for customers selecting this option we are able to provide a policy at a lower cost, something our customers have been keen to take up with such pressures on personal finances and the NHS waiting times. The added benefit of a customer choosing the guided hospital list is that we guarantee never to shortfall the customer on consultation or surgery fees providing that peace of mind as well as the quick access to treatment. We are in the process of rolling this option out to existing customers too. We believe this provides the right balance for the moment, but will continue to review these limits and adjust where necessary.</p>
Olubunmi Aina	1. No one knows where and when death would come, if a client dies anywhere in the World outside the UK, would the nominee be paid the due amount without hinderance?	A registered nomination is an instruction for National Friendly to pay the named and registered nominee(s), (within the term of the Nomination). Should a member die outside of the U.K, the nomination is still applicable, and National Friendly would look to settle the claim under the rules of the nomination. Should the settlement value be above the £5,000 nomination limit, the residual value would go to the deceased's estate (or next of kin if no will). This would not delay the payment in respect of the £5,000 nomination. The claims team handle any claim efficiently and as smoothly as possible for the claimant.
Olubunmi Aina	2. What are the requirement to be presented by the nominee for collection of the due money after death?	The process and requirements differ slightly depending on the products held by the deceased. If for example we are assessing a life assurance policy, medical evidence may need to be requested from the deceased's GP surgery before the exact value is confirmed. As a general rule, where a nomination is registered with National Friendly, the death claim would be settled in accordance with the terms of the nomination, a value of £5,000 or less would be settled with the nominee(s) directly once; evidence of the death has been received, a completed claim form has been submitted and the payee/nominee(s) have been authenticated (they have passed an identify and address check). The settlement value would then be paid by BACS transfers to a bank account held in their own name, or alternatively a cheque can be issued.
Olubunmi Aina	3. How long would the processing take before payment is made?	The length of time it takes from the death being registered with us and the settlement value being paid out to a nominee differs depending on the product, evidence available and how quickly the information is provided. For a straightforward death claim, where no additional information is required and the evidence is submitted in a timely fashion from the claimant, the death case can be authorised in no more than two days.
Olubunmi Aina	4. Would the amount be taxed?	Whether tax is applicable will depend on the product and the claimants individual tax situation. Any financial gain has the potential of being taxed. If for example an investment product is exiting on death, there may be a chargeable gain and therefore a chargeable event. If this is the case, National Friendly will send a chargeable event certificate detailing the gain, allowing the individual claimant to determine if tax is applicable for them given their own personal circumstances. National Friendly do not deduct tax at source before settling a claim.
Mrs Mulley	I have just entered my votes online for the upcoming AGM. Looking at the people to vote for I was extremely disappointed to see only one woman among all the men. Surely in this day and age your board could accommodate 50% of women in prominent positions. Many national companies are showing equality across their governing bodies - including our new Government. Surely National Friendly can do the same	<p>Mark Searles (Chair of Nominations Committee repoded).</p> <p>The organisation is a very diverse organisation with over 50% of staff being female. From a Board perspective, clearly this is not the case, and I am pleased to say that following an extensive search for a new director, an offer has been to a female candidate and prior to Vicki Wentworth's resignation that would have been two female members. The Board is very cognisant of the diversity requirements of board composition.</p>