



Renewal of Thames Valley Police Group Insurance Scheme – Retired Member

Dear Member,

The TVP Group Insurance Scheme renews on the 1st of September each year. For the renewal, the Trustees of the scheme work hard with our brokers to negotiate the best possible deal for the trust and its members.

From 1st Sept 2025 there will be a small price increase for members. This has been unavoidable this year due to the market and adverse claims history. It should be noted there have been some significant increases to insurance prices over the past few years, this is particularly of note in Travel Insurance due to increased costs of holidays and medical costs. The Trustees have investigated the possibility of covering increases from our limited funds held in trust, however this is not sustainable going forward and would limit the availability of funds we currently use to assist members.

Although a small increase is required, we have been able to negotiate some additional add on features which we feel will enhance the scheme for you the members, these are shown below.

Scheme	2024 Cost	New 2025 Cost	Partner Cover
69 and Under	£38.80	£39.45	£8.00 (no change)
70 -79	£23.50	£24.15	£8.00 (no change)

The Trustees remain confident that the TVP scheme continues to provide excellent value for money when compared to products available on the high street

Enhancements to the current scheme are:

Wallet Pass

- The Phone Wallet Pass will allow you to access scheme claims information from your phone wallet. From **your phone** either click the below link or scan the QR Code below. Add to Wallet, then from the wallet click the 3 ... in top right corner and View Pass Details. (If accessing Wallet by double clicking thumb button on iPhone, you need to click (i).



<https://wallet.tangent-design.com/install/0037584b-b5e4-0c95-d191-3a1ac35226e1>

A really useful feature is that the pass will update automatically.



GP24/Health Hero

- Physiotherapy Service – Access to virtual consultations and treatment via network of qualified physiotherapist. Following an assessment of needs and suitability a digital treatment plan will be provided with recommended exercises. Appointments can be booked via the new GP24 app or via telephone if preferred. This is in addition to the face to face physiotherapy members can access at the Federation Office, again for free.
- NEW GP24 App. GP and Physiotherapy appointments can now be booked via the app.

Please take the time to download the App by visiting <https://philipwilliams.gp24.co/> or scan the QR Code.
Use Unique code **TV25**



iOS Device

In the Safari web browser navigate to the web app link above. Then click the icon shown left and select '**Add to Home Screen**' and then '**Add**'.

Android Device

In the web browser navigate to the web app link above. Then click the icon shown left and select '**Add to Home Screen**'.

Laptop/Desktop - PC

Right click with the mouse to display the menu and select '**Create Shortcut**'.

Legal Expenses

- Limit of indemnity for Disciplinary Hearings increased to £25,000.

Vehicle Breakdown

- Call Assist App. has the facility to request assistance without the need to call the Call Centre and provides location services to Aid prompt recovery.

Download the Call Assist App on the App Store or Google Play

To download the Call Assist app on Android visit:

<https://play.google.com/store/search?q=Call%20Assist&c=apps>

To download for iPhone visit:

<https://apps.apple.com/cz/app/call-assist-vehicle-rescue/id6446279862>



Please view all new policy documents using the link or QR code below. They will be available to view on 1st Sept. Prior to this you will still have access to the current policy documents.

[Group Insurance - Thames Valley Police Federation \(typfed.org\)](https://typfed.org)



If you are not able to use the link above, please go to the Federation website, then navigate to the Benefit section and finally the Group Insurance section.

[Trust Holiday Homes](#)

As a member of the Group Insurance Scheme, you can book stays in our 2 Trust Holiday Homes, located in Cornwall. The cost is a substantially reduced rate as to what you would normally pay if you booked through the holiday company. The Holiday homes are completely self sufficient financially. To book please use the below QR Code or click on the link.

[TVP Holiday Homes - Thames Valley Police Federation](#)



Please could I take this opportunity to ask you to ensure that your beneficiary details are up to date. The link below will take you to the How to apply page on the website, here you will find beneficiary forms to download and complete to update any details.

[How To Apply - Thames Valley Police Federation \(stackstaging.com\)](https://stackstaging.com)



Also, please ensure we have your up-to-date details including address and email for us to be able to make contact about any changes to the scheme. All the details of the scheme, including renewal, new policy documents, details how to claim, how to increase your life or critical illness cover etc can all be found on the TVP Federation website under the Group Insurance Section. It is your responsibility as a member of the scheme to ensure your details are up to date and that you are aware of the full cover provided by the scheme.

To submit any amendments and for any other queries please email enquiries@tv.polfed.org

Kindest Regards

Andy

Inspector Andy Fiddler
Chair of Trustees,
Thames Valley Police Group Insurance Scheme