



Online Service

User Guide for Members

DENTISTS'
PROVIDENT



What you can do

Our online service puts you in control of your membership of Dentists' Provident. Whether you're at home or work, you can access your membership details any time, seven days a week. Here are some of the things you can do by using our online service:

- View the complete, up to date details of your contract;
- Obtain quotes for increasing your cover;
- Apply for increases to your cover;
- Save your applications and complete them at a later time;
- Track the progress of your applications for benefits;
- Download or request claim forms;
- Update certain personal information;
- Check the balance of your Member's Bonus Account;
- Request partial withdrawal of capital (Commuted Members only).

How to register

Registering for use

If you don't have a username and PIN number, please call our Member Services Department on +44 (0) 20 7400 5710 to register for the online service. We'll need to undertake some checks to verify your identity as the online service gives detailed information about your membership, so please have the following information to hand:

- Your full address;
- Your membership number;
- The method by which you pay your premiums. If you pay by direct debit, we'll need your bank's sort code and your account number. (We require this information to confirm your identity only); and
- Your e-mail address.

You'll receive your temporary PIN by post within seven days.

Activating your account

- ❑ Once you've received your temporary PIN, log on to our website at www.dentistsprovident.co.uk and click on the 'Activate Account' button;
- ❑ You'll be asked for your username (your e-mail address) and three random digits of your temporary PIN;
- ❑ After you've successfully completed the first part of the activation process, an automatic message will be sent to you via e-mail, containing a unique web link. Click on the web link to complete the activation process.

Logging in for the first time

- ❑ After you've clicked the web link to complete the activation process, you'll be directed to the login screen;
- ❑ For security reasons, you'll again be asked to enter your username and three random digits of your temporary PIN;
- ❑ On successful login, you'll receive a message confirming that the registration process has been completed successfully and you'll have the opportunity of changing your temporary six digit PIN to a number of your choice. We strongly recommend that you change your PIN.

Advantages of using the online service

Quotations

Online quotations are available through our website. You can save quotations and retrieve them at a later date and proceed seamlessly from a current quotation to make an online application for benefits.

Applications

We use tele-interviews to collate the necessary underwriting information for all our online applications. The combination of online applications with tele-interviews dramatically shortens the application cycle. You can also save your applications and return to them later.

Application tracking

You can obtain detailed and up to date information on the progress of your application by using our 'Application Tracking' tool. This includes a real time record of any outstanding documents or information we're awaiting in connection with your application.

Sickness benefit claims

You can download and print an electronic version of the Claim Form or you can request one to be sent to you by e-mail or post.

Partial withdrawals by Commuted Members

Commuted Members can request to make a partial withdrawal of funds. If you're a Commuted Member and pay your premiums by direct debit, your partial withdrawal will be paid directly into your bank account.

Document library

Our Document Library provides electronic copies of our Rules, Key Features Documents, brochures and other associated literature.

Technical information

What do I need to access the service?

You'll need:

- A personal computer (PC) connected to the internet;
- Internet Explorer (Version 5 and above) or Mozilla Firefox (Version 2.0 or above);
- Adobe Acrobat Reader.

Security

We encourage you to read and follow the practical advice on the 'Get Safe Online' website (www.getsafeonline.org), in particular, the sections on protecting yourself and your PC. Our website also has some helpful guidance on security and we recommend you read this. Our online service has a timed lock-out, which means your secure session will close after ten minutes of inactivity. However, we strongly advise you to log off after every session.

Costs

The service is currently free. Online time is charged in accordance with your Internet Service Provider's tariff.

Browser requirements

Most internet browsers will work with our service but, for security reasons, we reserve the right to prevent access at any time either to old or new browsers that might introduce risks (for example, they may no longer be supported by the original provider). If you experience any problems accessing our service, please call our Information Services Department on +44 (0) 20 7400 5700.

Scheduled maintenance periods

We regularly undertake essential system maintenance and upgrades, which means the online service may not always be available. To minimise any inconvenience, we usually do this between midnight on Friday and 12pm on Sunday (UK time). Exceptionally, we may have to carry out maintenance at other times. Whenever possible, we'll give you advance notification of this on our website.

Overseas connections

You can access the online service from almost any country in the world. However, the service is only intended for use by individuals residing in, and using the service from within, the United Kingdom, Republic of Ireland, Channel Islands and Isle of Man. Because of this, we cannot guarantee any information provided through the online service is appropriate or available for use in other places or will comply with the laws of the country from where you're accessing the service.

Technical & service-related enquiries

For technical assistance, please call our Information Services Department on +44 (0) 20 7400 5700. Our technical team are available from 9.00am to 5.00pm Monday to Friday (except Bank Holidays).

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