



Underwriting Evidence Services

MER

Service Description

3d offer an independent medical examination report (MER) service. Utilising a panel of 2,000 GPs covering over 2,500 locations in the UK, 3d can source and arrange MER's in a quick and efficient manner.

Other diagnostic tests and collection of bloods, urine and saliva can also be arranged alongside the medical.

Main Beneficiaries

- Insurance Companies
- Friendly Societies
- Business Process Outsourcers

Service Delivery

- All services are received, handled and processed through the internal and external systems "Merlin" and "Promis"
- Instructions are received through Merlin's web interface using a secure authentication
- Updates and case tracking are available online and through automated emails
- All documents received are scanned and made available immediately online
- If requested, documents can be sent in hard copy format

Compliance

- All reports are quality checked to ensure that all questions are answered and signature /sign off is obtained.
- The online service is fully authenticated and secure using the latest in online encryption technologies.
- 360 degree feedback is provided to the examiners

Related Services

- GP Reports
- Lab tests
- Diagnostics
- Nurse Screenings

Service Levels

- On 90% of referrals 3d will adhere to the following service levels:-

Day 1 – Referral received and acknowledged

Day 5 – Appointment arranged with applicant

Day 25 (subject to applicant's availability) – Appointment executed, report checked and posted on Merlin