



Underwriting Evidence Services

General Practitioner Report

Service Description

3d is able to arrange the standard ABI/BMA GP report for medical underwriting purposes. The client is able to instruct 3d to collect the information required on behalf of applicants to ensure a speedy service through a quality framework.

Main Beneficiaries

- Insurance Companies
- Friendly Societies
- Business Process Outsourcers (BPO)

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.

Related Services

- Diagnostics
- Lab tests
- Medical Examination Reports
- Nurse Screenings

Service Levels

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

< 24 hours = referral received and form despatched to GP/Consultant

< 5 days = Telephone call to ensure report received

< 20 days = Records received, scanned and sent to customer.