



EXPATRIATES/TCN SOLUTIONS

About BUPA Global

Formed in 1947, Bupa is a private company limited by guarantee without shareholders. We reinvest profits into providing more and better healthcare for the benefit of current and future customers.

Over the last 75 years, Bupa has grown into an internationally respected healthcare company and brand serving over 38 million customers worldwide with £14.0bn revenue in 2022.

Bupa directly employs approximately 82,000 people, principally in the UK, Australia, Spain, Chile, Poland, New Zealand, Hong Kong SAR,

Turkey, Brazil, Mexico, the US, the Middle East and Ireland. It also has associate businesses in Saudi Arabia and India.

Bupa Global was established over 50 years ago to extend Bupa's health cover to expatriates around the globe. We cover over 350,000 members and have over 4,500 corporate and SME clients. We have the largest provider network with over 1.7 million providers, and in 2022 we processed 2.2 million claims in more than 219 countries and in 65 currencies.

Local strengths USPs

Bupa Global has focused solely on providing IPMI to help people live longer, healthier, happier lives. With no shareholders, our customers are at the heart of every decision we make.

A strong global network of providers -

To help us control claims cost and provide members with an effortless claims journey, Bupa Global has the largest provider network of any global insurer. This helps to drive high direct settlement rates and guide members to quality health facilities.

Round the clock support for members -

Our follow the sun operating model means we have Customer Service and Clinical experts based in every region – importantly these

teams understand their local cultures and medical landscape, so that they can provide tailored and relevant support and advice 24/7.

A market-leading digital solution -

MembersWorld is our advanced tool for members to use to access everything they need – whether that's finding their local in-network provider, making a claim, viewing their membership documents, or accessing the many additional value-added wellbeing tools that are available to them. We have teams focussed on the continuous improvement of this digital proposition to ensure it is always innovative.

Facts & figures

- Insurope member since: 1979
- Financial Rating: B++ by AM Best, A by Fitch, A1 by Moody's

Average Turnaround Times

- General Questions: 2 Working Days
- Local Quote: 10 Working Days
- Annual Renewal: 10 Working Days
- Rate Review: 10 Working Days
- Medical Claims: 5 Working Days

Benefits

- Insurable Benefits: M
- Poolable Benefits: M

Minimum lives criteria

- For a group quote: 3 employees
- For pooling contract: 100 employees

Local contact information

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