

# DERBYSHIRE BENEVOLENT TRUST GROUP INSURANCE SCHEME IMPORTANT CONTACT & HELPLINE INFORMATION

## Derbyshire Benevolent Trust Team

Tel: 07495 443 057  
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## Travel

### Medical Emergency Abroad Procedure

In the event of Illness or Accident abroad which may lead to Hospital treatment or Curtailment of the trip, You or the Insured Person must contact Ortus Assistance, 24 Hour Emergency Service.

Please quote the reference **Ortus**

Telephone: +44 (0)800 193 0092  
Email: [ah-assist@ortusunderwriting.com](mailto:ah-assist@ortusunderwriting.com)

When contacting Ortus Assistance, please advise the following:-

1. The telephone number from which **You** are calling
2. Your Policy Number - **ORT/EBGBLT/9379605**
3. The name and telephone number of the Doctor and Hospital attending to the **Insured Person**.

Failure to contact Ortus Assistance in the event of an emergency may prejudice **Your** claim.

### Non-emergency claim notifications should be sent to:

Ortus Travel Claims  
Telephone: +44 (0)800 193 3326  
Email: [ah-claims@ortusunderwriting.com](mailto:ah-claims@ortusunderwriting.com)

## RAC Motor Breakdown

**Please note you must state that you are a member of this scheme. RAC will be unable to trace you by your name or registration.**

- For UK breakdown assistance:-

Call: **0333 070 2658**  
Online: [www.rac.co.uk/breakdown](http://www.rac.co.uk/breakdown)

- For European breakdown assistance:-

- **00 33 472 43 52 55\***
- Calling from a French landline – **Freephone 0800 290 112**
- Calling from the Republic of Ireland – **Freephone 1800 535 005**
- Bringing the vehicle back to the UK after a breakdown – **0330 159 0342**

- Claim Form Requests:-

- From the UK **0330 159 0337** [europeanclaims@rac.co.uk](mailto:europeanclaims@rac.co.uk)
- From Europe **0044 161 332 1040\*** [www.rac.co.uk/europeanclaimform](http://www.rac.co.uk/europeanclaimform)

\* please replace the 00 at the beginning with 810 when in Belarus or Russia

- Hearing Assistance – Telephone prefix 18001 to access Tynetalk or text on 07855 828282

- You should have the following information available:-
  - Your name and contract number **DBTS001**
  - Your collar number (serving officer) or state that you are a police staff employee or retired member
  - Identification such as a bank card or driving licence
  - The vehicle's make, model and registration number
  - The exact location of the vehicle – the road you are on or the nearest road junction
  - The number of the phone you are using
  - The cause of the breakdown, if you know it
  - Your credit card number if you need additional services

### Legal Expenses

- Legal and Tax Helplines – **0333 234 3518**

Please note, you may be asked to provide details of your address or other personal details

- **Lifestyle Helpline & Online Support Service:-**

To speak to a Care first Counsellor – **0800 177 7894**

[www.arclegal.co.uk/carefirst](http://www.arclegal.co.uk/carefirst) - username & password: DerbyshireBenevolentTrust

- **Arc Legal Document Service:-**

<https://legalassistportal.arclegal.co.uk/> - register using voucher code: DerbyshireBenevolentTrust

### Canada Life – Life Assurance

- **Bereavement helpline** - The helpline is available 24 hours a day, 7 days a week – **0800 912 0826**
- **Probate Helpline** - Helpline – **0808 164 3079**

### Canada Life – Critical Illness (Serving Members < 65 yrs)

- **Best Doctors** – Access the Second Medical Opinion service by calling **0800 085 6605** or register online at <http://canadalife.askbestdoctors.com>

### Best Doctors (All other Members)

Tel: **0800 085 6605** - stating you are a member of the Derbyshire Benevolent Trust

Online: [www.askbestdoctors.com](http://www.askbestdoctors.com) – Click “Create a Profile” and complete the question set. Where it asks “How do you have access to Best Doctors”, choose “Employer” then enter “Police Force”.

### GP on Demand

Download the Care on Demand app and register with the scheme code **BT2021**



Click on 'Request video consultation' or 'Request a phone call'