

# Medical Screenings



## Virtual Appointments

We're pleased to announce we've added virtual nurse screenings via Medical Screening Solutions (MSS) to increase our appointment availability where a face to face screening is not possible.

### **Medical screenings approach**

Face to face screenings will continue to be available during the period of lockdown across the UK. However, where face to face screenings are not possible we will consider the use of virtual screenings to progress life only applications. Where face to face or virtual nurse screenings are not available, we will arrange a doctor face to face examination.

**We've adopted the above approach with immediate effect.**

### **Keeping you informed**

You can find the most up to date information on your client's cases using the progress bar on agent hub. If this states 'MSS awaiting a nurse appointment' please be assured we are reviewing these as quickly as possible.

**We apologise for any delays you may have experienced during these unprecedented times – and thank you for your continued support.**

