Processing your application

When we receive your application we will:

|  |  |
| --- | --- |
|  | Check your Application Form and documents |
|  | Confirm the details of the Youpla funeral expenses policy |
|  | Confirm the policy was in place on or after 1 April 2020 |
|  | Confirm who the policy covers |
|  | Confirm the policy amount |
|  | Check who is named to get a payment under the policy |
|  | Assess your application and make a decision to approve or not approve within the following timeframes:   |  |  |  | | --- | --- | --- | | **Activity and timeframe** | Start reviewing your application | 2 days | | Work with you to finalise application if required | 1 week | | Assess eligibility | 1 week | | Notify you of the outcome | 2 days | | If approved, make payment | 2 weeks | |
|  | Write to you to confirm our decision at your address and email |

### We may need to get in contact with you if:

|  |  |
| --- | --- |
|  | We need any more information |
|  | You are not the person named to receive a payment under the policy |
| If we approve your application, we will make the payment to your nominated bank account, and/or the funeral director if this is what you would like us to do. | | |