Processing your application

When we receive your application we will:

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|[ ]  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 andtimeframe** | 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 |

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|[ ]  Write to you to confirm our decision at your address and email |

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

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|[ ]  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. |