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What is YuLife?



Let me tell you!



How do I use the app?

YuLife is the life insurance company that inspires life. We want to help you live your best life, and we do this through our wellbeing app that rewards you for healthy activities such as walking and meditating. You can also review your insurance details through the app.

Daily steps

The app connects to Google Fit or Apple Health, and for every step you take, you earn YuCoin, which is the YuLife wellbeing currency. You don't need to do anything, just open the app and your steps will be synced.



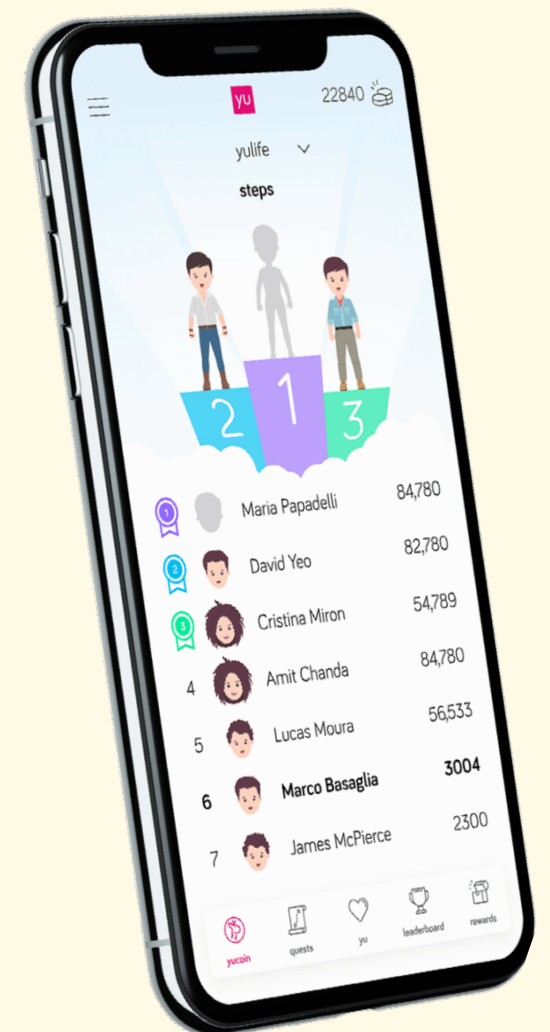
Quests

You can take a wellbeing challenge, every day on the Quests page for extra YuCoin. By finishing a quest, you'll move up the levels and worlds and get the chance to complete more than one challenge per day!



Leaderboards

You can choose to opt into your company leaderboard, and start your own leaderboards with your colleagues to compete with them.



What does the app give me?

Once you've collected enough YuCoin, you can exchange them for Avios air miles and gift cards from brands like ASOS, Amazon, Nike and so many more.



move^{GB}

fitbit

BIRCHBOX

amazon



EASTNINE

asos

Farewill

GARMIN

Apple App Store



DRAGONPASS

YOUR M&S

URBANMASSAGE

Sainsbury's

DECATHLON

TESCO

Calm

Argos

thrive

GoSweat

HUSSLE

PAPIER

Farmdrop

for good causes

Google Play

moneyhub

Who do I speak to if I have any problems?

The YuCrew are always here to help! Just click the 'chat' option in the app menu and our customer service team will be there to answer any questions.

How do I start?

You'll receive an email with a registration link and further instructions. In the meantime, you can download the app.



Smart Health

Smart Health is a doctor-on-demand service offered through our partnership with AIG. It gives you 24/7 access to a GP as well as a range of other health and wellbeing expertise including:

24/7 virtual GP

Managing your health doesn't always fit in to the 9-5 - we know. That's why when you need a medical appointment, the Smart Health service provides you with unlimited, round the clock access to a GP.

Bookable on the app, you can get a 30 minute slot at a time that suits you - wherever you are in the world. Whether it's over the phone or via video call, the team are on hand for medical advice, prescriptions or further specialist referral.

Best Doctors

We're bringing you and your family closer to our network of 50,000+ medical specialists with the expert service from Best Doctors.

If you need a second opinion on a complex medical case or if you're

struggling to get a diagnosis, world-leading experts will be on hand to access your case and provide recommendations for treatment on a wide variety of conditions.

Mental Health Support

The dedicated team of support staff are available to provide the right support strategy and treatment. They'll talk to you to get to the bottom of your condition and then recommend the right solution for you.

Whether it's to help you cope with stress, anxiety, trauma, depression or a recent bereavement, the service is there to help you or one of your family members when you need it.

Nutrition Consultation

Our nutrition consultation service can be requested either over the phone or online. A team of specialist nutritionists are on hand to give advice on weight loss, pregnancy, food intolerances and much more.

Their expert advice and knowledge will provide you with a personalised plan, including meal plans and weekly menus, all to support you in reaching your nutritional goals.

Health Check

The Smart Health online questionnaire supports you in taking proactive steps to manage your health and lifestyle. You can also discover more about your cardiovascular profile or any screening programmes that may suit you.

You'll get a personalised report that's unique to you, containing tips for improving medical conditions and nutrition, as well as forming healthy habits for the future.

Fitness programmes

Smart Health's tailored online 4 or 8 week programme, designed by sports coaches and nutrition experts, are an ideal solution to support your health and fitness goals through a combination of diet and exercise.

Whether training for an event or just wanting to lose weight, you'll get a weekly menu and a daily exercise routine that is designed just for you.

Giving you and your family 24/7, 365, unlimited access to health and wellbeing experts at no extra cost - wherever you are in the world.

To access Smart Health you'll need your policy number (check your policy documents for this). The website is suitable for desktop, tablets and smartphones. Or, download the app which allows you to access a 24/7 GP on the go. It is available for iOS and Android - via the App Store or Google Play.

If you have questions, speak to your HR representative or call 020 3400 0167.

