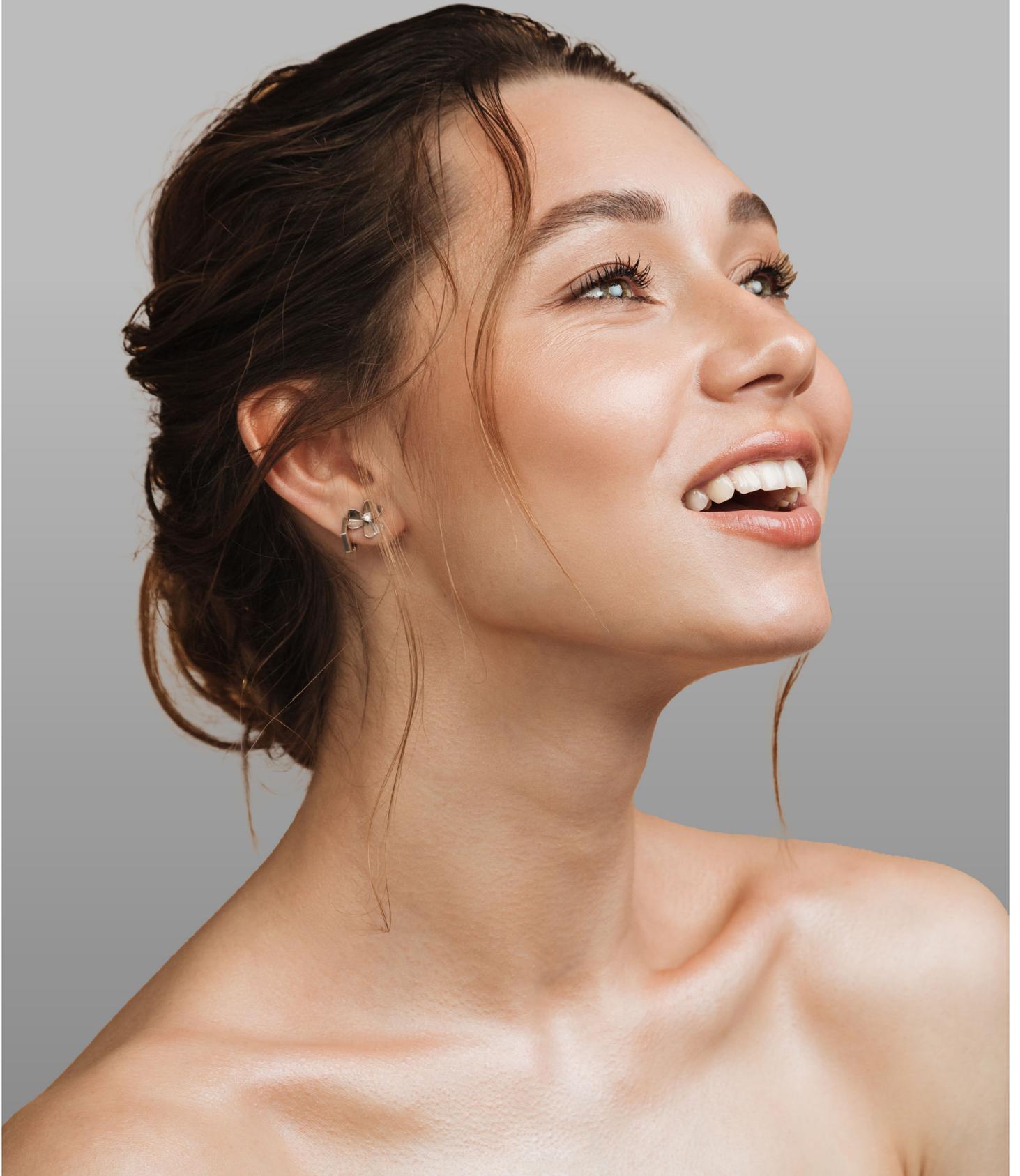


TRANSFORM
HOSPITAL GROUP

EXTENDED AFTERCARE
BREAST SURGERY



WHY SHOULD I EXTEND MY AFTERCARE?

While you're with us, you'll experience first-class standards of care and your treatment will be carried out in state-of-the-art facilities by highly experienced surgeons.

However, as with any surgical procedure, there are risks. Although these are rare, you should still be aware that they can occur.

Whilst some providers may make claims regarding their aftercare provision, you should be aware that these may not be as comprehensive as they first appear. 'Lifetime aftercare' might not actually mean that you're covered for the rest of your life, and no provider can claim to offer 'unlimited' care.

It's important to understand exactly what your aftercare includes, as the cover may differ between providers.

WE BELIEVE THAT THE CARE YOU RECEIVE FOLLOWING YOUR SURGERY IS JUST AS IMPORTANT AS THE PROCEDURE ITSELF.

BREAST IMPLANTS

Many cosmetic surgery providers mention a 10 year implant warranty. However, this is a product manufacturer warranty to cover the cost of the implant, as well as a contribution of £850 towards surgery in the event of a rupture, so this warranty is not from the surgery provider themselves.

This means that, should you have a rupture when your aftercare has expired, you'll need to pay them most of the fee again for the actual revision surgery.

At Transform Hospital Group, this is already taken care of through your extended aftercare policy.

*Readmission surgery, if deemed necessary by your surgeon, is subject to the terms and conditions of this policy.

YOUR AFTERCARE WITH TRANSFORM HOSPITAL GROUP INCLUDES:

- ✓ Post-operative appointments with your nurse
- ✓ Post-operative review with your surgeon
- ✓ Access to a 24-hour support helpline
- ✓ Free access to your surgeon and nurse
- ✓ Free readmission surgery, if required*
- ✓ Implant cover for breast patients





5 YEARS FOR
JUST £399

LESS THAN £80 A YEAR

LESS THAN £7 A MONTH

WHAT OUR EXTENDED AFTERCARE COVERS

KEY FEATURES

Enjoy the peace of mind that comes from knowing that Transform Hospital Group will cover all costs for up to 5 years after your original operation, should you experience any clinical complications and your surgeon agrees that revision surgery is appropriate.

- The cost of surgery itself
- Hospital services and overnight stays
- Nursing care
- Aftercare follow up appointments

You may have heard of providers leaving patients without the aftercare they're entitled to - and need - after going out of business. You can have complete confidence in Transform Hospital Group, though, because our extended aftercare is backed by a policy placed through certain underwriters at Lloyds.* When you take out this extended aftercare policy, you'll be reimbursed for 5 years after your procedure, even in the unlikely scenario that Transform Hospital Group is no longer around. That's something that other providers simply cannot provide.

You may have heard of providers leaving patients without the aftercare they're entitled to - and need - after going out of business. You can have confidence in Transform, though, because our extended aftercare is backed by a policy placed through certain underwriters at Lloyds'.

Certain policy limits apply. In the unlikely event that Transform Hospital Group ceases trading, please contact Sure Insurance Services who will review your claim and, subject to the original terms, conditions and exclusions of Transform Hospital Group's original policy which will continue to apply, nominate a substitute surgeon to conduct an initial examination, and carry out any subsequent cosmetic procedure deemed to be appropriate up to the amount that is covered by Transform Hospital Group's original policy terms and conditions. Sure Insurance Services Limited is authorised and regulated by the Financial Conduct Authority 402061 and their contact details are email; team@sureinsurance.co.uk or telephone 0207 374 4022 or by post to 2 White Lion Court, Cornhill, London EC3V 3NP.

CONDITIONS COVERED IN YOUR EXTENDED AFTERCARE

UNDERSTANDING YOUR COVER

Please read the following information carefully, as it includes terms & conditions relating to your policy which affect the cover that we offer.

If there is anything in this policy that you do not fully understand, please contact us so we can clarify it. You can also find terms and conditions relating to your surgery in your patient guide.

BREAST ENLARGEMENT AND IMPLANT REMOVAL

Haematoma, Seroma, Infection, Wound Dehiscence, Wound/Skin Necrosis, Implant Rupture, Implant Flipping/Rotation rippling/folding Grade III and IV Capsular Contraction (as diagnosed by surgeon), Scar Problems, Nipple Malposition, Bottoming Out, Asymmetry not seen pre surgery, Symmastia.

BREAST REDUCTION, BREAST UPLIFT AND NIPPLE LIFT

Haematoma, Seroma, Wound Dehiscence, Infection, Wound/ Skin Necrosis, Fat Necrosis, Scar Problems, Breast Malposition, Nipple Malposition, Nipple Loss, Nipple Misshape, Breast/Nipple Asymmetry (position) not seen pre surgery, Dog Ears (residual bulges), Residual Excess Skin/Breast Tissue outside of normal limits (not Mastopexy), Over Reduction of Breast Size (outside normal limits) asymmetry



WHAT'S NOT COVERED UNDER YOUR AFTERCARE POLICY

IMPORTANT INFORMATION

During your consultation, your surgeon will explain all risks associated with your procedure. You must make sure you understand and accept all associated risks before having your surgery.

We will not cover you for any claim that you make:

1. If you have not taken out the extended Transform Hospital Group Aftercare Cover and do not have proof of payment
2. If your cosmetic procedure was not carried out by Transform Hospital Group.
3. After 5 years from the date of your operation.
4. If your surgeon decides that the results of your surgery are within normal and acceptable limits.
5. In regards to complications arising as a result of:
 - a. Any pre-existing medical condition;
 - b. You not following medical advice e.g. continuing to smoke when advised not to
 - c. A post-operative infection caused by body piercing;
 - d. Weight gain, weight loss, ageing or pregnancy
 - e. War, military, paramilitary or terrorist activity
 - f. The use or escape of any gas or hazardous substance (such as explosives, radiological, biological or chemical agents)
6. In regards to:
 - a. Loss of sensitivity
 - b. Altered sensations
 - c. Numbness
7. Which is purely to improve your cosmetic result.
8. That is a result of intentional self harm.
9. For procedures involving the use of materials which do not meet the accepted and approved medical standards
10. Regarding a medical condition which:
 - a. Is not associated with your surgery
 - b. Has occurred due to metal poisoning;
 - c. Arises from personal injuries or accidents e.g. sports injury;
 - d. Relates to you having taken a drug used for the treatment of drug addiction;
 - e. Relates to you having taken alcohol or a drug which is not a prescription drug or has not been professional prescribed;
 - f. Relates to you having purposely tampered with and/or altered your cosmetic results post-operatively
 - g. Arises from you not following post operative instructions from the clinical team, including not attending review appointments
11. For expenses, charges or costs:
 - a. Which are fees for completions of a claim form or other administration related charges;
 - b. Which are not legally payable by you
 - c. Which exceed the maximum benefits under this cover
 - d. Incurred in travel to and from the hospital/clinic
 - e. Incurred by broken appointments
 - f. For prescribed drugs
 - g. For loss of earning or other personal expenses
 - h. For external tests, scans or investigations not covered by the usual pre-surgery process
12. Complications not covered are:
 - a. Complications from fillers
 - b. Bleeding or bruising from liposuction
 - c. Further tightening of breast or nipple lift which has settled within normal limits;
 - d. Subsequent capsular contracture or implant rupture
 - e. Removal or replacement of implants due to patient dissatisfaction with Aesthetic results, e.g. size
 - f. Accidents that have affected implant integrity normal limits

This policy may be affected if you fail to attend review appointments or follow the advice and guidance.

KEY QUESTIONS TO ASK REGARDING YOUR AFTERCARE

It's important to know exactly what your aftercare covers, so we've put together a few questions you may want to ask your provider.

- How long does my aftercare last?
- Who will I deal with during my aftercare?
- What follow up appointments and support are provided?
- Will I have to pay extra to see my surgeon or nurse?
- Does my aftercare cover all readmission costs, including surgery and implant replacement?
- In what circumstances would I have to pay for subsequent treatment?
- What happens if complications arise?
- What is the period of your readmission policy if revision surgery is required?
- What do you mean by 'unlimited' or 'lifetime' aftercare?
- Are extended aftercare options available?

This booklet has been designed to provide you with the answers to all of these questions. However, should you have any further queries, please call or visit: **03300 539 115 / transforminglives.co.uk**

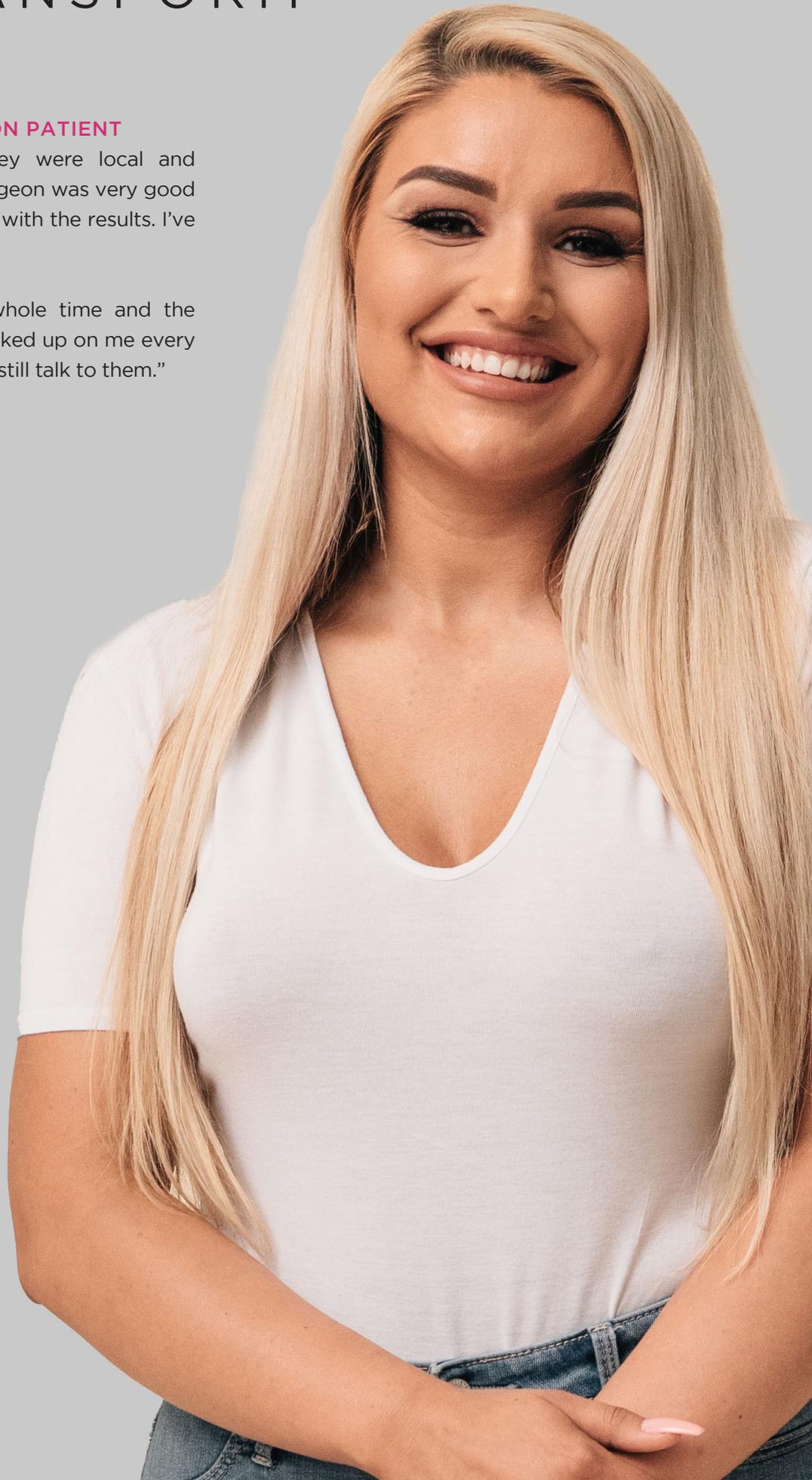


ABBY'S JOURNEY WITH TRANSFORM

ABBY, BREAST AUGMENTATION PATIENT

"I chose Transform because they were local and everyone was really lovely. My surgeon was very good - we got on well, and I am happy with the results. I've gone from a 34DD to a 34FF.

The team was really kind the whole time and the aftercare was excellent. They checked up on me every very single week, and to this day I still talk to them."



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General
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Council

