



Smart Health Direct Mail Letter Template

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Dear [\[INSERT CLIENT NAME\]](#),

Keeping you mentally and physically well is one of the things that matters most to us, so we wanted to take this opportunity to introduce you to Smart Health.

Expert health and wellbeing advice at your fingertips

Through your [\[INSERT PRODUCT NAME\]](#) insurance arranged by [\[INSERT COMPANY NAME\]](#), you have access to Smart Health, which includes a 24/7 online GP and a range of other health and wellbeing services. Log on and use it as many times as you need (there's no limit), whenever you need it - it's available 24 hours a day, 7 days a week, 365 days a year.

What is Smart Health?

Smart Health provides you with the experts you need to keep fit and healthy. The good news is that your partner and any children up to the age of 21 can sign up and use Smart Health too. Want to know more about what's included?

1. Round the clock access to an **online GP**, through the Smart Health app or website
2. **Second medical opinions** on complex medical cases
3. Tailored **mental health support** from a team of professionals
4. **Health checks** - proactive steps to manage your health and lifestyle
5. Dedicated **nutrition advice**, including bespoke weekly menus
6. **Personalised fitness plans** designed by experts

You also have the option for private prescription medicine to be delivered to your front door. The Smart Health prescription delivery service provides next day delivery nationwide (if ordered before 1pm) and same day delivery in London (if ordered before 3pm), meaning you can access the prescription medicine you need, without leaving your home.

Getting started

All six Smart Health services can be accessed via the website – suitable for smartphones, tablets and desktop. Just head to aiglife-smarthealth.com to book an appointment [\[or have a read of the enclosed leaflet for more information on how to sign up and log in\]](#).

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The app allows you access to the online GP, ideal for managing your health on the go. It's available for iOS and Android – download via the App Store or Google Play. Just search Smart Health.

We hope you know your health and wellbeing is important to us and this letter gives you some reassurance that additional support is there if you need it. If you've got any questions about Smart Health or want to have a chat about your protection policy, we're ready to help. Give us a call on [\[INSERT COMPANY PHONE NUMBER\]](#) or send us an email using [\[INSERT COMPANY EMAIL\]](#).

Thanks,

[\[INSERT ADVISER NAME\]](#)

Smart Health is provided to AIG Life Limited customers by Teladoc Health. We want to let you know that these services are non-contractual, which means they don't form part of your insurance contract with us. If our partnership with Teladoc Health ends, the service can be withdrawn at any time without notice.

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