



NCOA
National Crime **Officers** Association
The Trade Union of the NCA

**PROTECTING THOSE
WHO PROTECT
THE PUBLIC**

**WELCOME TO THE NCOA
MEMBERSHIP BENEFITS**

July 2025



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New NCOA Contact Number from 1st August 2024 is **0845 314 2070**

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Standard Membership Package

- 24 hour access to fully trained representatives regarding workplace discipline, misconduct and grievance matters
- Legal assistance with regards to employment law claims against your employer
- Legal assistance and representation in relation to criminal prosecutions arising out of your duty related employment
- Legal assistance with regards to IOPC investigations (*Incl PONI/PIRC*)
- Personal Injury legal representation for you, or your family (*Spouse/Partner and dependent children living at home*)
- Personal Injury legal representation for you, or your family (*Spouse/Partner and dependent children living at home*)
- GP 24 offering unlimited 24/7 access to a practising UK-based GP from wherever you are in the world. Consultations are available 24/7 by phone or by video consultation. Includes cohabitating family
- Member and Partner UK and European Motor Breakdown, including Roadside Assistance / Recovery and Home Assist
- £5000 death grant payable to any nominee

Associate Membership Package

- Legal assistance with regards to employment law claims against your employer
- Legal assistance and representation in relation to criminal prosecutions arising out of your employment
- Legal assistance with regards to IOPC investigations (*Incl PONI/PIRC*)
- Personal Injury legal representation for you, or your family (*Spouse/Partner and dependent children living at home*)
- Personal Injury legal representation for you, or your family (*Spouse/Partner and dependent children living at home*)
- GP 24 offering unlimited 24/7 access to a practising UK-based GP from wherever you are in the world. Consultations are available 24/7 by phone or by video consultation. Includes cohabitating family.
- Member and Partner UK and European Motor Breakdown, including Roadside Assistance / Recovery and Home Assist

UK and European Motor Breakdown

- Roadside Assistance/Recovery
- Lack of Fuel
- Home Assist
- Message Service
- Alternative Travel
- Caravans, Motorhomes & Trailers
- Emergency Overnight Accommodation
- Keys
- Misfuel Assist
- Driver illness/injury

Covered Individuals

- Member
- Cohabiting Partner

Your Cover

If a Vehicle in which you or your cohabiting partner are travelling suffers a Breakdown due to a mechanical or electrical failure, flat tyre, lack of fuel, misfuel, Accident, theft, vandalism or fire, service will be provided. We will provide cover for any Breakdown in accordance with the policy wording.

How to make a claim

Call the 24 hour Control Centre on **01206 714 325**

If you cannot connect call **01603 327 180**

Please have the name of the covered member, your return telephone number, vehicle registration number and precise location available when requesting assistance.

Covered Vehicle

The UK registered car, motorcycle, campervan, motorhome, domestic vans, or car-derived vans all up to 3.5 tonnes, which a covered individual is travelling in/on at the time of the Breakdown including any towed caravan or trailer of a proprietary make which is fitted with a standard towing hitch and doesn't exceed 7 metres/23 feet (*not including the length of the A-frame and hitch*).

Any claim will be validated with the NCOA, with costs for claims from non-eligible persons being the responsibility of the claimant. Cover will apply during the period of insurance and within the territorial limits. There is no age limit to the vehicle for breakdowns occurring in the UK. A vehicle age limit of ten years applies outside the UK.

CallAssist

Download the CallAssist App on Google Play or the App Store. Using the App will enable you to report a breakdown, receive notifications on who will attend and when, and allow you to track the Recovery Operators progress to you.

To download the Call Assist app on Android visit:

<https://play.google.com/store/search?q=Call%20Assist&c=apps>

To download for iPhone visit:

<https://apps.apple.com/cz/app/call-assist-vehicle-rescue/id6446279862>



GP24

The GP24 service provides you with unlimited 24/7 access to a practising UK-based GP from wherever you are in the world. Consultations are available 24/7 by phone or from 8am–10pm, seven days a week for video consultations. Includes cohabitating family.

Our experienced GPs are able to provide diagnosis, advice, reassurance or a second opinion. Should the GP feel you would benefit from prescription medication, they can arrange and electronically authorise private prescriptions. You can choose to have the medication delivered to you at any UK address, with same-day or next-day delivery options, or you can collect your prescription from most pharmacies. Please note, while there is no charge to issue prescriptions, these are private prescriptions, so medication is subject to a charge. If you choose to have your medication delivered, you will also need to pay for postage and packaging. Where appropriate, the GPs can also issue Open Private Referral* letters and private fit notes. Please note that some employers may not accept private fit notes. Each consultation is secure and confidential, and there is no limit to the number of consultations, so you can book a separate appointment for each issue you wish to discuss. To book an appointment, visit philipwilliams.gp24.co or scan the QR Code using access code **NCOA**

- 24/7 GP telephone consultation service
- Video consultation service open seven days a week, 8am–10pm
- Request an appointment
- Health information
- Services near you
- Store your medical notes



Or to book via telephone, please call: **0345 222 3736**
or if overseas: **+44 345 222 3736**

How to save the web app: On first use, click Reset Password to create an account and use code NCOA to register



iOS Device

In the Safari web browser navigate to the web app link above.
Then click the icon shown left and select 'Add to Home Screen' and then 'Add'.



Android Device

In the web browser navigate to the web app link above.
Then click the icon shown left and select 'Add to Home Screen'.



Laptop/Desktop – PC

Right click with the mouse to display the menu and select 'Create Shortcut'.

GP24 is provided to you by HealthHero, specialists in digital healthcare with over 25 years of experience. For more information on our GP service, including prescription and referral, please visit:
<https://www.healthhero.com/terms-and-conditions> – Privacy Policy www.healthhero.com/privacy-policy/

*Open Private Referrals

Within your appointment, the GP will recommend the best course of treatment/action. Should they feel you would benefit from a specialist assessment or further treatment, they can provide you with an open private referral letter. This referral is for Private Medical Care only and will not be accepted for services in the NHS. Referral letters will be emailed directly to you.

Please note the private referral is not a claims authorisation, and you will need to speak to your Private Medical Insurance company prior to receiving any treatment unless you will be funding this yourself. If you do not have Private Medical Insurance, you will need to fund the consultation yourself. There is no cover under this Group Insurance Scheme to pay for Private Consultations.

Legal Cover – Included in your NCOA Membership

The NCOA is focussed on providing you with bespoke legal cover which protects and supports you as a law enforcement professional working within the National Crime Agency. Some important facts about your access to qualified legal support is summarised below. NB This summary does not describe all the terms and conditions applicable to this cover. Further information on the terms and conditions applicable to the legal support provided by the NCOA can be found at www.ncoa.org.uk/membership.

Member Legal Cover

1. Employment Law

Assistance and representation.

A one hour meeting with a lawyer in respect of,

Grievance,

Misconduct,

Discrimination,

Disciplinary hearings,

Appeals against disciplinary outcomes,

Settlements and ACAS procedures.

2. Independent Office for Police Conduct, (IOPC/PONI/PIRC),

Assistance and representation.

3. Criminal Law,

Assistance and representation when arising out of your employment.

4. Personal Injury

If you, or your family (*Spouse/Partner and dependent children living at home*), require assistance in relation to lodging a claim for any Personal Injury, contact your local NCOA representative who will arrange access to a solicitor, and representation if appropriate.

Who is covered

Member – All eligible individuals who are members of the NCOA at the time at which an applicable event occurs and who have paid the relevant subscription.

Helpline

Immediate Criminal Law assistance

(i.e. *Police Station support*)

Tel: **07939 958767**

Legal assistance regarding IOPC or Employment Law issues can be secured through any NCOA Rep.

Premium Package – NCOA Insurance Benefits Trust

(Optional additional benefit)

In addition to the benefits afforded by the Standard Package, members can select upon payment of an additional subscription the below comprehensive package of insurance benefits.

Application forms are available at www.ncoa.org.uk.

SCHEME BENEFITS WITH EFFECT FROM 1 JUNE 2025

SERVING MEMBER AGED UNDER 70

Life Insurance	£100,000
Terminal Prognosis Advance on Life Insurance*	20% of sum insured
Critical Illness	£12,500
Child Critical Illness	£2,500
Child Death Grant	£5,000
Permanent Total Disablement (<i>due to accident</i>)	£100,000
Accidental Loss of Use	
Total Loss of sight in one or both eyes	£50,000
Total Loss of one or more limbs	£50,000
Total Loss of hearing in both ears	£50,000
Total Loss of hearing in one ear	£12,500
Total Loss of speech	£50,000
Permanent Partial Disablement (<i>dependent upon severity</i>) % Scale	Up to £50,000
Hospitalisation Benefit up to seven nights	
Accident/illness/emergency admission	£50 per night
Emergency Dental Treatment (<i>due to accident</i>)	Up to £500
Sick Pay Benefit	
Half Pay up to 26 weeks	20% Scale Pay
No Pay up to 26 weeks	50% Scale Pay
Worldwide Travel Policy	Family
Mobile Phone Insurance	Member & Partner
CALENDAR MONTHLY SUBSCRIPTION	£33.35

COHABITING PARTNER AGED UNDER 70

Life Insurance	£50,000
Terminal Prognosis Advance on Life Insurance*	20% of sum insured
Critical Illness	£7,500
CALENDAR MONTHLY SUBSCRIPTION	£10.95

*Terminal Prognosis Advance only available for members aged 68 and under.
The price includes an additional contribution to the Insurance Trusts to pay for administration of the scheme and other member benefits as determined by the Scheme Trustees.

As a member of the Group Insurance Scheme, Serving Members and their partners are now entitled to additional Life and Critical Illness insurance

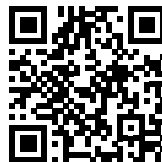
This is optional cover and is available NOW!

Additional Life Cover	£50,000	£5.00 per month
Additional Life Cover	£100,000	£8.00 per month
Additional Critical Illness Cover	£25,000	£9.00 per month
Additional Critical Illness Cover	£50,000	£15.00 per month

Premiums are payable initially by credit card (first payment)
and then by Direct Debit.

How do I apply?

Application Forms are available in your Group
Scheme Section at www.philipwilliams.co.uk
or by scanning the QR Code on the right.
Register or Login to your Scheme where you
will find an online application form.
You will need to register on your first visit
to the website.





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Policy Documents are available for download at www.philipwilliams.co.uk
in the Group Schemes section.

Alternatively you can download them by scanning the QR code.

