

# GROUP LIFE ASSURANCE

## How it Works Product Information Claims

## Bereavement Counselling and Probate Helpline

### Introduction

All of our Group Life Assurance policies provide these additional services free of charge to those who are insured.

These ancillary services are provided by Canada Life and powered by LifeWorks, who are an established name in the provision of business-to-business health and wellbeing solutions.

#### Note:

Probate is the authority granted by the courts to a person (or persons) to administer a deceased person's estate. Please note that, in Scotland, this is known as a Grant of Confirmation.

### Bereavement support

#### What is it?

A service designed to provide both practical and emotional support to help cope with the death of a loved one.

#### Who can use the helpline?

Support is available to:

- all those covered under the policy
- immediate family which includes your spouse, partner, registered civil partner, parents, siblings, children over 16 or carers

#### What help can be provided?

This support available includes:

- 24/7 unlimited access to a bereavement counselling helpline
- up to four face-to-face, or structured telephone sessions, with a qualified bereavement counsellor at a convenient location close to home or work
- Practical advice on areas such as self-help, charities and other support groups
- Confidential advice accredited by the British Association for Counselling and Psychotherapy (BACP)

#### Notes:

Further information can be found on our [website](#)

### Probate helpline

#### What is it?

A service designed to provide practical legal advice if appointed to administer someone's estate.

#### Who can use the helpline?

The help line is available to:

- all those covered under the policy if they become involved in administering someone's estate
- anyone who is involved in administering the estate of someone we insure

#### What help can be provided?

The Probate helpline provides access to probate experts on all aspects of obtaining probate including:

- the process of obtaining probate
- financial and taxation matters
- explanation of state benefits
- family disputes
- validity of wills
- dealing with creditors
- power of Attorney
- where further information, help and advice can be obtained

#### Notes:

The Helpline is available Monday to Friday 8am to 8pm, except bank holidays.

Further information can be found on our [website](#)

### Accessing these services

Details of the contact numbers will be available as soon as a policy commences.

If someone wants to use these services they will need to provide the name of the policyholder during the initial contact.

Advertising and other employee literature are also available.

#### Notes

The provision of these services does not form part of the insurance contract with us and we provide access to these services as a value added extra. These are complementary services and can be altered or withdrawn at any time.

Our forms are available to download from our website: [www.canadalife.co.uk/group](http://www.canadalife.co.uk/group)

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HIWGLA/C/PI/G2/0318



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