

GROUP INSURANCE

How it Works Flexible Benefits

Support Services provided on flexible benefit policies

These services are non-contractual benefits which are available if you have a Group Life, Income Protection or Critical Illness policy with us. The provision of these services does not form part of your insurance contract with us and we provide access to these services as a value-added extra.

These are complimentary services and can be altered or withdrawn at any time.

Group Life Assurance

Bereavement Counselling

Bereavement Counselling offers unlimited access to a 24/7 bereavement helpline, and up to four face-to-face or structured telephone sessions with a qualified counsellor.

Probate helpline

The Probate helpline provides access to probate experts covering family disputes, validity of wills, power of attorney and obtaining probate.

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

Income Protection

Early Intervention Service

Early Intervention Service offers day-one absence management support. If an employee is absent, employers can call our helpline for immediate support and guidance.

BusinessCare

BusinessCare gives employers the tools they need to comply with employment law, follow best HR practice and trade safely to protect their businesses.

EmployeeCare

EmployeeCare provides confidential telephone and face to face counselling, as well as support with everyday matters such as finding childcare or eldercare, legal issues and debt management.

Second Medical Opinion

The Second Medical Opinion service provides access to over 53,000 leading consultants worldwide. They offer second opinions on diagnoses and treatments for almost any condition.

Treatment Sourcing

The Treatment Sourcing service makes it easier for employees and their families to access convenient private healthcare at competitive prices.

Notes:

The cost of any treatment will be met by the service user. Medical Care Direct may charge an administration fee when treatment is sourced.

Critical Illness

Personal Nurse Service

The Personal Nurse Service provides long-term practical and emotional support over the phone with the same qualified nurse for those who make a Critical Illness claim.

Second Medical Opinion

See Income Protection.

Treatment Sourcing

See Income Protection.

Further information on each service can be found on our website

(Click below to view)

Bereavement Counselling

Early Intervention Service

EmployeeCare

Treatment Sourcing

Probate Helpline

Business Care

Second Medical Opinion

Personal Nurse Service



Our forms are available to download from our website: www.canadalife.co.uk/group

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