

# GROUP LIFE ASSURANCE

## Support Services

### Introduction

We believe insurance is about much more than just a financial benefit. When employers choose our Group Life Assurance policy, they also get access to two Support Services. Helping employees, their family and colleagues through the emotional and legal side of bereavement.

There is no cost involved for all service users as the Support Service costs are absorbed within the Group Life Assurance premium.

Access to all the Support Services provided will be available from the date Group Life Assurance cover commences with us.

### Notes

These are Support Services provided by Canada Life's services company CLFIS (UK) Limited (CLFIS), through its service provider LifeWorks.

### Important information

These services are non-contractual benefits which are available if you have a Group Life Assurance 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These are complimentary services and can be altered or withdrawn at any time.

### 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.

For further information please see our [website](#).

## How it Works Product Information Going On Risk

### 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.

For further information please see our [website](#).

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

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