

# Why choose Canada Life Group Income Protection

## UK SIZE AND STRENGTH

- Over 40 years' experience in the UK group risk market and part of Great-West Lifeco Inc., one of North America's biggest life insurers with assets under administration of £724 billion<sup>1</sup>
- 'AA' Insurer Financial Strength Standard & Poor's rating<sup>2</sup>
- 23,000 policies in force<sup>2</sup>
- 2.86 million lives covered<sup>2</sup>
- One of the largest providers of Group Income Protection with 17.8% market share<sup>3</sup>

<sup>1</sup>Great West Lifeco Annual Statement 2016

<sup>2</sup>Great West Lifeco Financial Ratings

<sup>3</sup>As at 31 December 2016 (Swiss Re Group Watch 2017)

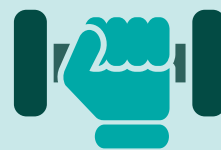
## AWARDS & RECOGNITION

- **ORC International** – Best Overall Provider 2012-2016  
Best Overall Service 2009-2016
- **Health Insurance Awards** – Best Group Risk Provider 2013-2017
- **ILP Moneyfacts** – Best Group Protection Provider 2012, 2014, 2015, 2016 and 2017



## FINANCIAL STRENGTH

- Canada Life holds superior credit ratings from all the major rating agencies through our parent company, Great West Lifeco Inc. This ensures our ability to pay claims and provides clients with confidence in their provider



## CLAIMS

- Canada Life is ranked number one for overall Group Income Protection claims management, according to the latest ORC adviser survey<sup>4</sup>
- Canada Life processes clinical claims (for conditions such as cancer and stroke) within just five working days, provided appropriate medical evidence is submitted with the claim form
- Regionally-based Rehabilitation Consultants will support both the employer and employee with visits, expert rehabilitation and medically-endorsed Return to Work plans
- All Claims Management Consultants have at least five years experience and the authority to make quick claim decisions without referring to head office



## EARLY INTERVENTION SERVICE

- Canada Life's Early Intervention Service (EIS) is available to all Group Income Protection policyholders and can make a real difference when managing absent employees
- Available from day one of an employee's absence, employers just need to call our EIS Helpline to gain access to our EIS Nurses. No forms and no delays, just expert early intervention
- 9 in 10 of all Canada Life EIS referrals do not result in a claim and 8 in 10 referrals result in a return to work before claim assessment<sup>5</sup>



## SUPPORT SERVICES

### SECOND MEDICAL OPINION

- Expert second medical opinion service, providing access to over 53,000 leading consultants worldwide
- Online GP service providing answers in 72 hours
- Available 24/7 to both insured and non-insured employees

### EMPLOYEECARE

- Employee Assistance Programme covering many issues
- Up to four face-to-face or structured telephone counselling sessions per issue each year
- Available 24/7 to both insured and non-insured employees

### TREATMENT SOURCING

- Treatment Sourcing provides access to convenient private healthcare at competitive prices
- Access to over 20,000 consultants around the UK
- Available to both insured and non-insured employees

### BUSINESSCARE

- Business and legal advice service to give employers the tools they need to comply with employment law, follow best HR practice and trade safely
- Unlimited 24/7 telephone access to qualified lawyers
- Legal document preparation and review

#### Sources

4 ORC Adviser Survey 2016 | 5 Internal EIS Statistics 2016

Canada Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority

GRP812-418R



**Canada Life**  
Group Insurance