



Support

Income Protection

Support Services Guide

Protection



Read this guide to find out about these services including how to access them.

FAQ

Will I be charged for using these services?

No. These services are completely free for you to use.

Who can use these services?

You and your immediate family, if you're covered by your employer's income protection insurance policy with Canada Life. Immediate family includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.

Are these services confidential?

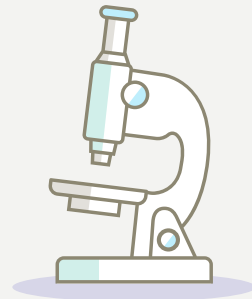
Yes, these services are completely confidential. No information will be shared with your employer other than anonymous usage statistics.

Your Support Services

As part of your employee benefits package, Canada Life Group Insurance provides you with FREE access to the following Support Services:



WeCare looks after your wellbeing with a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, plus much more. Using your phone, tablet or desktop, you and your family have 24/7 access to thousands of experts, all from the comfort of your own home.



The **Second Medical Opinion** service provides access to over 50,000 leading consultants worldwide. They offer second opinions on diagnoses and treatments for almost any condition.



Free to use for all UK-based employees and their immediate family

WeCare

WeCare looks after your wellbeing with a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, plus much more. Using your phone, tablet or desktop, you and your family have 24/7 access to thousands of experts, all from the comfort of your own home.

Key features

24/7 GP

Both you and your immediate family can speak to a GP from the comfort of your own home. No doctors' surgeries or waiting for an appointment.

Mental Health Support

Prevent burnout, tackle major life events or learn to deal with stress and anxiety. You'll get up to 10 sessions with a mental health professional.

Get Fit Programme

Qualified nutritionists will support you with bespoke fitness programmes, ranging from diet and exercise plans to stopping smoking.

Financial and legal support

Over-the-phone support on issues ranging from how to budget more effectively and reduce bills to dealing with a divorce.

How to access



We send a unique access code to all eligible employers through their adviser.

You simply need to:

- 1 Download the '**WeCare Programme**' app from the App Store or Google Play. Alternatively, you can head to wecare-cl.com.
- 2 On the '**Log In**' page, click '**Create Your Account**', where you'll be prompted to enter the access code. As soon as the account is set up, all the services are ready to use.
- 3 Select the service you want to use and follow the on screen instructions. A specialist will be in touch, typically with two hours.



Free to use for all UK-based employees and their immediate family

Second Medical Opinion

If faced with a health problem, most of us want to have a clear understanding of what's wrong. The Second Medical Opinion service provides an expert second opinion on your diagnosis or treatment, helping you to get the best available medical advice. This service is provided free of charge and can be accessed as many times as you like.

Key features

Access an expert

To access an expert second medical opinion, submit a request online or by telephone using the access details below. The Second Medical Opinion service will then:

- 1 Locate a world leading expert in your condition
- 2 Get the expert to conduct a full review of your medical condition, along with your medical records if appropriate
- 3 Send you a comprehensive report on your condition. This will include an expert opinion on your diagnosis and/or treatment, along with any recommendations
- 4 You can then discuss the report with your treating doctor, including any changes suggested

Online Portal

- **Doctor Online** – e-mail your medical questions to a qualified GP and receive answers within 72 hours
- **Health Navigator** – helps you check your symptoms and get trusted advice
- **FindBestCare** – helps you with medical and travel arrangements if you choose treatment outside of the UK
- **FindBestDoc** – get details of up to three expert consultants to provide you with appropriate treatment
- Access an extensive library of wellbeing tools, videos and literature

How to access

Telephone

0800 085 6605



To access the Second Medical Opinion service, call at any time, day or night

Website

Visit

canadalife.askbestdoctors.com



to register and find out more

Service providers



WeCare

Powered by



Second Medical Opinion

In Partnership with



**Our forms are available to download from our website: www.canadalife.co.uk/group
Canada Life Limited, 3 Rivergate, Temple Quay, Bristol BS1 6ER. Telephone 0345 223 8000**

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