



Access

Life Insurance

Support Services Guide



FAQ

Will I be charged for using these services?

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

Who can use these services?

The services are available to you if you're covered by your employer's life insurance policy with Canada Life. Access also extends to your immediate family. Immediate family includes your spouse, partner, registered civil partner, parent, sibling, child over 16 or carer.

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:



Losing someone close can be devastating – no one should go through it alone. Our **Bereavement Counselling** service provides up to four telephone sessions with a qualified counsellor.



Our **Probate Helpline** provides access to probate experts who can help you with will writing, administration of estate, finding missing beneficiaries and applying for probate.



Free for you
and your
immediate
family to use

Probate Helpline

When someone dies, you might be in charge of sorting out their estate – their property, money and possessions. It can be confusing, especially if you've never done it before.

Our probate helpline puts you in touch with the experts who can give advice and financial guidance.

Key features

Expert Advice

- Access to probate experts over the phone
- Confidential advice
- Financial guidance and advice on legal matters linked to the bereavement

The service can help with:

- Will writing
- Administration of estate
- Finding missing beneficiaries
- Applications for Grants of Representation
- Deeds of renunciation
- Applying for probate

How to access

Telephone
0800 164 3079



Monday to Friday from 8am to 8pm. Service is unavailable over bank holidays. You will be asked which company you work for.

Website
**[www.canadalife.co.uk/
workplace-protection/
support-services/
probate-helpline/](http://www.canadalife.co.uk/workplace-protection/support-services/probate-helpline/)**





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Bereavement Counselling

Losing someone close can be devastating – no one should go through it alone. Our bereavement counselling service gives you time and space to talk about your feelings. It provides access to a dedicated helpline and up to four telephone sessions with a qualified counsellor.

Key features

- Access to a dedicated bereavement counselling helpline
- Up to four structured telephone counselling sessions
- Face-to-face sessions can be made available where necessary
- Confidential support and advice from HCPC registered Psychologists
- Practical advice on areas including self-help, relevant charities and other support groups
- Available to you and your immediate family

How to access

Telephone
0800 912 0826



Any time of the day or night. You will be asked which company you work for.

Website
**[www.canadalife.co.uk/
workplace-protection/
support-services/
bereavement-counselling/](http://www.canadalife.co.uk/workplace-protection/support-services/bereavement-counselling/)**



Service provider



Bereavement Counselling



Probate Helpline

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**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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