



Access

Life Insurance

Support Services Guide



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 life insurance policy with Canada Life. 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:



Bereavement is a highly personal issue which can affect people in a variety of ways. **Bereavement Counselling** offers support to help employees, or the family of a deceased employee, at what can be a difficult time.



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.



Free to use
for all insured
employees and
their immediate
family

Probate Helpline

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

Key features

Expert Advice

- Access to probate experts over the telephone
- Confidential advice on all aspects of obtaining probate
- Financial guidance and legal matters linked to the bereavement

Practical Advice

- Tax
- The settlement of debts
- Family disputes
- Validity of wills
- Estate administration
- Gifts and legacies
- Dealing with creditors
- Power of attorney

How to access

Telephone
0800 164 3079



Website
**[www.canadalife.co.uk/
group/bereavementcounselling](http://www.canadalife.co.uk/group/bereavementcounselling)**



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



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family

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.

Key features

Confidential counselling

- 24/7 unlimited access to a Bereavement Counselling helpline
- Up to four face-to-face or structured telephone sessions, with a qualified bereavement counsellor at a convenient location close to home or work

Practical Advice

- Practical advice on areas such as self-help, charities and other support groups
- Confidential advice accredited by the British Association for Counselling and Psychotherapy (BACP)

How to access

Telephone
0800 912 0826



Website
**[www.canadalife.co.uk/
group/bereavementcounselling](http://www.canadalife.co.uk/group/bereavementcounselling)**



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

Service provider



Bereavement Counselling



Probate Helpline

Powered by



LifeWorks



**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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