

Flexible Benefit Policies

Support Services

How it Work

Flexible Benefits

Support Services

Support Services provided on flexible benefit policies

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These are complimentary services and can be altered or withdrawn at any time.

Support Service	Group Life	Partner Life	Income Protection	Critical Illness
Bereavement Counselling	✓	✓		
Early Intervention Service			✓	
Personal Nurse Service				✓
Probate Helpline	✓	✓		
Second Medical Opinion			✓	✓
WeCare		✓	✓	

Further information about these services can be found on the next page

Bereavement Counselling

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

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

Probate helpline

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

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

WeCare

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

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

Early Intervention Service

Early Intervention Service offers day-one absence management support. If an employee is absent, employers can call our helpline for immediate support and guidance.

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

Second Medical Opinion

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.

Further information can be found on our [website](#)

Personal Nurse Service

The Personal Nurse Service provides long-term practical and emotional support over the phone with the same qualified nurse for those who make a Critical Illness claim.

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

How to contact us

By email

groupcsc@canadalife.co.uk



Call us

0345 223 8000

Monday to Friday 9am to 5pm



By post

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