

# Support Services

## Overview

At Canada Life, we believe insurance is about much more than just a financial benefit. So we've provided employers and their employees with a comprehensive set of FREE Support Services.<sup>1</sup>

### Group Income Protection

When employers choose our Group Income Protection policy, they also get access to four Support Services. Supporting employees back to work following absence and helping them stay healthy at every stage of their life.

### Group Critical Illness

When employers choose our Group Critical Illness policy, they also get access to two Support Services. Helping employees with emotional, practical and medical support.

### Group Life Insurance

When employers choose our Group Life Insurance policy, they also get access to two Support Services. Helping employees, their family and colleagues through the emotional and legal side of bereavement.

In partnership with:

 Best Doctors<sup>®</sup>










 Powered by LifeWorks

Any questions?

Call us on 0345 223 8000



## What's Included?

		Income Protection	Critical Illness	Life Assurance
	<b>EmployeeCare with Perks<sup>2</sup></b> Perks, counselling and wellbeing support – all bundled into one simple app.	✓		
	<b>Early Intervention Service</b> Day-one onward absence management. Use Canada Life's dedicated helpline for immediate support and guidance.	✓		
	<b>BusinessCare</b> BusinessCare is an online and telephone-based legal advice service.	✓	✓	✓
	<b>Second Medical Opinion</b> The Second Medical Opinion service provides second opinions on diagnoses and treatments for almost any condition.	✓	✓	
	<b>Personal Nurse Service</b> The Personal Nurse Service provides long-term practical and emotional support over the phone.		✓	
	<b>Bereavement Counselling</b> Unlimited access to a 24/7 bereavement helpline and up to four face-to-face or structured telephone sessions with a qualified counsellor.			✓
	<b>Probate Helpline</b> Provides access to probate experts covering family disputes, validity of wills, power of attorney and obtaining probate.			✓

✓ As well as the standard Support Services, CLASS policies also include BusinessCare

<sup>1</sup> All Support Service costs are absorbed within the Group Insurance premium.

<sup>2</sup> All employers have access to EmployeeCare with Perks available at on-risk and renewal stage.

More information is available on our website: [www.canadalife.co.uk/group](http://www.canadalife.co.uk/group)

Canada Life Limited, registered in England no. 973271. Registered Office: Canada Life Place, Potters Bar, Hertfordshire EN6 5BA. CLFIS (UK) Limited, registered in England no. 04356028 is an associate company of Canada Life Limited. Registered Office: Canada Life Place, Potters Bar, Hertfordshire EN6 5BA. Canada Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority

GRP1419-720R(B)

canada 