

# 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>



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find out more

### Group Income Protection

When employers choose our Group Income Protection policy, they also get access to three 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.

What's included?



## What's included?

		Income Protection	Critical Illness	Life Insurance
	<b>WeCare</b> WeCare looks after your employees' wellbeing with a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, 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.	✓	✓	✓
	<b>Early Intervention Service</b> Day-one onward absence management. Use Canada Life's dedicated helpline for immediate support and guidance.	✓		
	<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> Access to a dedicated bereavement counselling helpline with up to four structured telephone counselling sessions. <sup>2</sup>			✓
	<b>Probate Helpline</b> Provides access to probate experts who can help employees with advice on contents of a will, administration of estate, finding missing beneficiaries, applications for Grants of Representation, deeds of renunciation and applying for probate.			✓
	<b>myStrength</b> myStrength is your new mental wellbeing app, designed help your employees overcome life's challenges. Support is personalised based on the employee's preferences, helping them to tackle specific issues in their lives before they develop into bigger problems.	✓	✓	✓
	<b>ToothFairy</b> ToothFairy is the UK's first health regulated, smart dental app. Designed by dentists and partnering with real dentists in the UK, ToothFairy provides instant access to advice, guidance, and prescriptions, all from the comfort of your employees' homes.	✓	✓	✓

## What else do you need to know?

These services are non-contractual benefits provided through Canada Life and can be altered or withdrawn at any time.

- All Support Service costs are absorbed within the Group Insurance premium.
- Adults (18+) receive, based on clinical assessment, up to 4 structure telephone sessions. Children (under the age of 18) are eligible for a 90-minute session.

- As well as the standard Support Services, CLASS policies also include WeCare on Group Life Insurance and Group Critical Illness policies.

In partnership with:

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HEALTH

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**Any questions?**

Call us on 0345 223 8000



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