



Wellbeing Support

Here for when life is unpredictable



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Wellbeing Support in a nutshell

When life throws challenges your way, whether it's illness, injury, bereavement, or mental health struggles – you need more than just financial support.

That's when Wellbeing Support steps in.

Our experienced registered RedArc nurses offer compassionate, personalised support, whether you're worried about treatment options, feeling lost after a diagnosis, or struggling with your emotions.

We're here for life.

Good to know:

- Included at no extra cost and available from day one of your policy
- Available to the policyholder, their partner, and children living in the same household
- There's no need to claim before accessing
- Conversations are never time pressured
- There's no limit to the number of times you can access the service
- If you make a valid claim, you'll have access for a further six months once your policy ends





Why Wellbeing Support matters



Mental health

1 in 4 people will experience a mental health problem each year in England



Long-term health conditions

36% of working-age adults report at least one long-term health condition



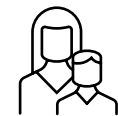
Heart health

Over 7 million people in the UK live with heart and circulatory diseases



Serious illness

1 in 5 will leave the workforce due to serious illness before retirement



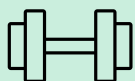
Bereavement

1 in 29 five to sixteen-year-olds has been bereaved of a parent or sibling – that's a child in every average class

What can Wellbeing Support help with?

Whatever life brings, we're here to help you, and your family, move from worry to wellbeing.

Through Wellbeing Support, provided by RedArc, you can speak to your own dedicated nurse – someone who listens, guides, and connects you to the right care for you and your family.



Physical Wellbeing

Recover your strength

Life-changing illness or injury can leave people weak, uncertain, and struggling to rebuild their physical health and routine.

Typical moments: heart attack, stroke, cancer, long COVID, accident or surgery.

How we help:

- A dedicated nurse provides one-to-one support, helping you understand medical advice and set recovery goals
- Access to therapies or rehabilitation programmes to recover and build strength such as physiotherapy and speech and language therapy
- Practical guidance on returning to work safely or adapting to new routines
- Emotional encouragement through recovery – not just clinical direction



Emotional Wellbeing

Rebuild your confidence

Stress, anxiety, depression, burnout, or grief can make everyday life feel overwhelming – especially after a major event or diagnosis.

Typical moments: bereavement, mental health dip, carer fatigue, trauma, or stress overload.

How we help:

- Regular, supportive calls from a nurse trained in emotional wellbeing
- Access to qualified counsellors and mental health specialists
- Tailored plans to rebuild confidence – from mindfulness and self-care routines to practical coping strategies
- If needed, referrals for complementary therapies or bereavement support



Practical Wellbeing

Regain your balance

When life changes suddenly, people often don't know where to start – who to call, what to claim, or how to cope day-to-day.

Typical moments: new diagnosis, caring responsibilities, lifestyle adjustments, or financial stress linked to illness.

How we help:

- Guidance on navigating the care system or workplace adjustments
- Access to practical aids and equipment for home recovery
- Support with managing fatigue, diet, and exercise during rehabilitation
- Advice on balancing health, work, and family life

How it works

Wellbeing support, provided by RedArc, is here when you need it.

- 1** You decide it's time to talk to us
- 2** Call Wellbeing Support, provided by RedArc, to get started
- 3** You'll be matched with a dedicated nurse who understands your situation
- 4** Your nurse will call within two working days for a friendly chat, placing your needs and interests at the heart of every conversation
- 5** Your nurse will listen, then create a personal plan just for you and share clear, trusted advice and guidance
- 6** If needed, your nurse will assess your situation and arrange tailored services or therapies that truly fit your needs
- 7** You'll receive ongoing support from your nurse for as long as you need it*
- 8** If you have a change in circumstances, you can always call to update the team and start tailored support for your changing needs



Finding Strength Through Support

David, a dedicated civil servant of 25 years, found himself overwhelmed by daily pressures. Struggling with depression, a long-term health condition, and two children facing mental health challenges, life had become increasingly difficult.

David reached out to RedArc's Wellbeing Support service. He was connected with a Nurse Adviser, who was a registered mental health nurse. They took the time to listen to David's concerns and understand his situation.

Together, they identified key stressors and agreed that Cognitive Behavioural Therapy (CBT) could help. David began face-to-face sessions with a local accredited therapist, supported by regular

check-ins with his Nurse Adviser. These conversations became a safe space for David to talk through his worries with his Nurse Adviser.

With ongoing support, David began to see his circumstances in a new light. He was able to deal with the daily ongoing at home and work. He also found renewed strength as one of his daughters returned home from treatment after some time. He felt much better and was pleased to see significantly improved mood assessment scores.

“You have helped me survive a particularly bad time in my and my family’s life. Thank you very, very much for all your help.”

Some details have been changed to protect the customer's privacy.

Getting Back on Her Feet

Some details have been changed to protect the customer's privacy.

After a serious fall left Clare with fractures to both wrists and her jaw, she faced a long road to recovery. Clare was able to access RedArc's Wellbeing Support, included as an added-value benefit with her policy.

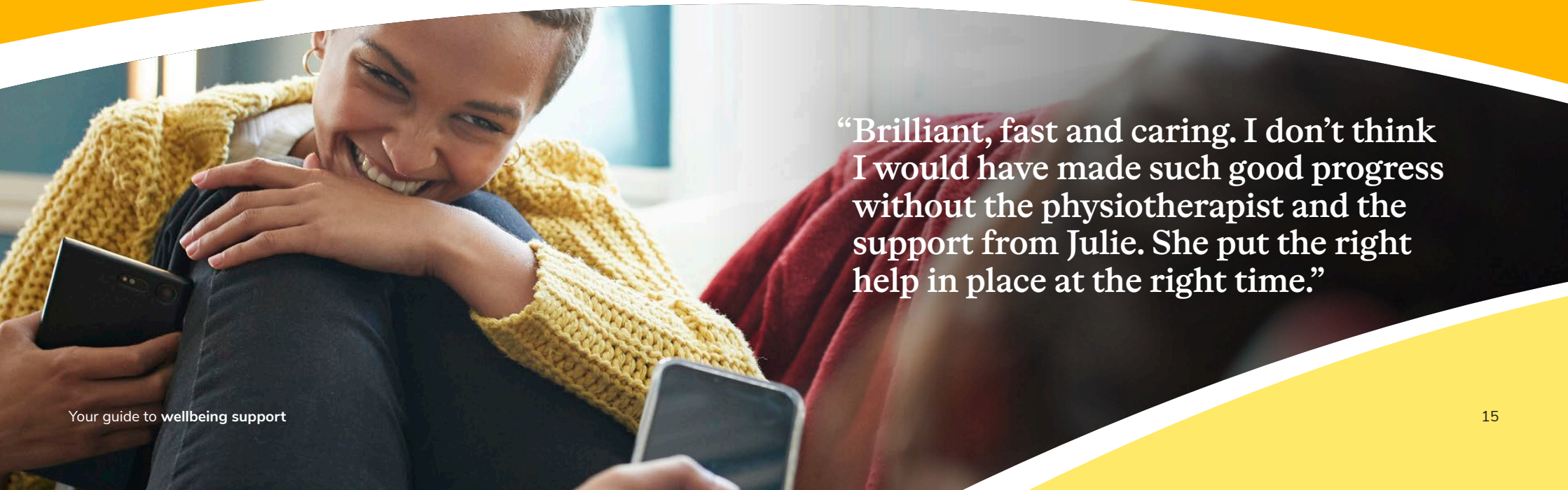
Clare was determined to return to work. She loved her new job, but being in her probationary period and unable to drive due to her injuries left her feeling anxious about her future.

That's when she reached out to RedArc. She was introduced to her dedicated Nurse Adviser, Julie, who took the time to understand Clare's needs through regular, one-to-one phone calls. Her Nurse Adviser provided a listening ear, practical advice, and emotional reassurance.

Together, they created a tailored recovery plan that included face-to-face physiotherapy with a specialist, which began within days.

Clare was also provided with guidance on pain relief, daily living support and employment concerns from her Nurse Adviser. The support was always available with regular check ins too.

Within just a few months, Clare had regained full use of her hands, was discharged by her surgeon, and was preparing to return to work on a phased basis.



“Brilliant, fast and caring. I don't think I would have made such good progress without the physiotherapist and the support from Julie. She put the right help in place at the right time.”

“I thought this level of support was only available on a palliative care basis or just to book a second opinion. I have been very, very impressed with how much more it has been.”

Speak to our Wellbeing Support providers, RedArc, to take the first step in your journey.



Simply call **01244 623033***



Or email landgwellbeing@redarc.co.uk



Here for life, here for you, with Wellbeing Support

* Because we value the privacy and confidentiality of our clients, calls are not recorded. Call charges may vary. Open Monday to Friday, 9am–5pm.

Wellbeing Support is a support service, provided by third parties that aren't regulated by the Financial Conduct Authority. These services aren't part of our terms and conditions, so can be amended or withdrawn at any time.

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