

Wellbeing Support

Personalised support for your client and their family



For Adviser use only

Personalised Support for your clients and their family

We're listening. Helping. Supporting

It can be difficult to be heard and to find the right help in today's busy world, particularly when it comes to serious life challenges. We recognise this, and that's why Wellbeing Support puts listening to individual client needs at its centre, to provide personalised help.

Wellbeing Support is provided by RedArc Assured Limited. Support and help can range from a reassuring chat, information, advice and guidance, to a clinical assessment and organising specialist services.

Everybody's needs are different, and so each support route will be too. Examples of situations that nurses can help with, include managing serious illness or recovery, mental health, bereavement, and lifestyle advice for illness prevention. Whatever your client's situation, Wellbeing Support is just a phone call away.



Good to know

Key reassuring facts about Wellbeing Support

It's included as standard

When your clients take out a life insurance, critical illness cover, income protection, rental protection or business protection* policy they get access to Wellbeing Support throughout the life of the policy as standard.

Available to the policyholder and their immediate family

This means your client, their partner, and their children living in the same household, can get support from a RedArc nurse.

Self-referral, not self-help

Your clients can call RedArc directly - they don't need to let us know. The phone number and email address can be found in the customer guide within their online portal 'MyAccount', alongside policy documents.

There are no exclusions

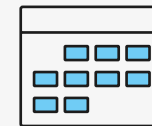
Wellbeing Support is not underwritten, so anyone who has a policy can use it whether they have a pre-existing condition or not.

Can be used any time

Wellbeing Support is available from day one of the policy, and your client doesn't need to make a claim to use it. If your client makes a valid claim and their policy ends, the policyholder and their immediate family can continue to access Wellbeing Support for a further six months.

Help from RedArc, for as long as needed

RedArc nurses will provide help and support for as long as needed. Conversations are never time-pressured and there is no limit on the number of times your client can use this service.



How long are clients supported for?

These are average lengths of time, which reflect the help and support RedArc nurses gave in 2020, within some of the top support areas:

5 months

Support received by each client overall

7 months

Support received by clients with mental ill health

10 months

Support received by clients with autoimmune conditions

*Not available with Relevant Life Policies



Help and support that RedArc nurses can provide

A nurse will clinically assess your clients' needs and swiftly put the right personalised support in place. Here are some examples of how Wellbeing Support may help. If you don't see your client's situation in this guide, don't worry – they should give RedArc a call.

Practical and emotional support - The client's assigned nurse will call as often as they need, for as long as it takes

Mental health - Support is available for any clients suffering with with mental ill health whatever the cause such as stress or anxiety, a relationship breakdown or bereavement. Help can include a course of specialist counselling if appropriate

Recovery from illness or injury - Help managing recovery, including return to work, lifestyle advice and if appropriate, access to external services such as a course of physiotherapy and speech therapy

Diagnosis understanding - RedArc can answer questions the client may have about their diagnosis and treatment next steps, including - if needed - arranging a second medical opinion

Dietary and lifestyle - Advice on illness prevention, recovery, minimising risk and staying as well as possible

Serious and chronic illnesses management - Guidance on ways of best managing an illness, what to expect and treatment possibilities

Health service guidance - Help navigating the NHS, other health services, social care systems and charities, plus assistance finding support groups

Later life planning - Including information on government services, retirement housing and finances

For more information about Wellbeing Support including access to case studies you can visit our dedicated page:

adviser.legalandgeneral.com/wellbeing-support