

Helping your client with their cardiac health with Wellbeing Support



For Adviser use only

Being diagnosed with a heart condition or suffering a heart attack can be a frightening and overwhelming experience for your client. It can mean the everyday things become harder, and they're likely to need help adjusting.

That's where Wellbeing Support, provided by RedArc Assured Limited, can help. It gives your client and their immediate¹ family unlimited access to an experienced RedArc nurse throughout the life of their policy. Their dedicated nurse is there to listen and support them over the telephone every step of the way.

Though everyone is different, this illustration shows how RedArc nurses could help your client with concerns about heart health.



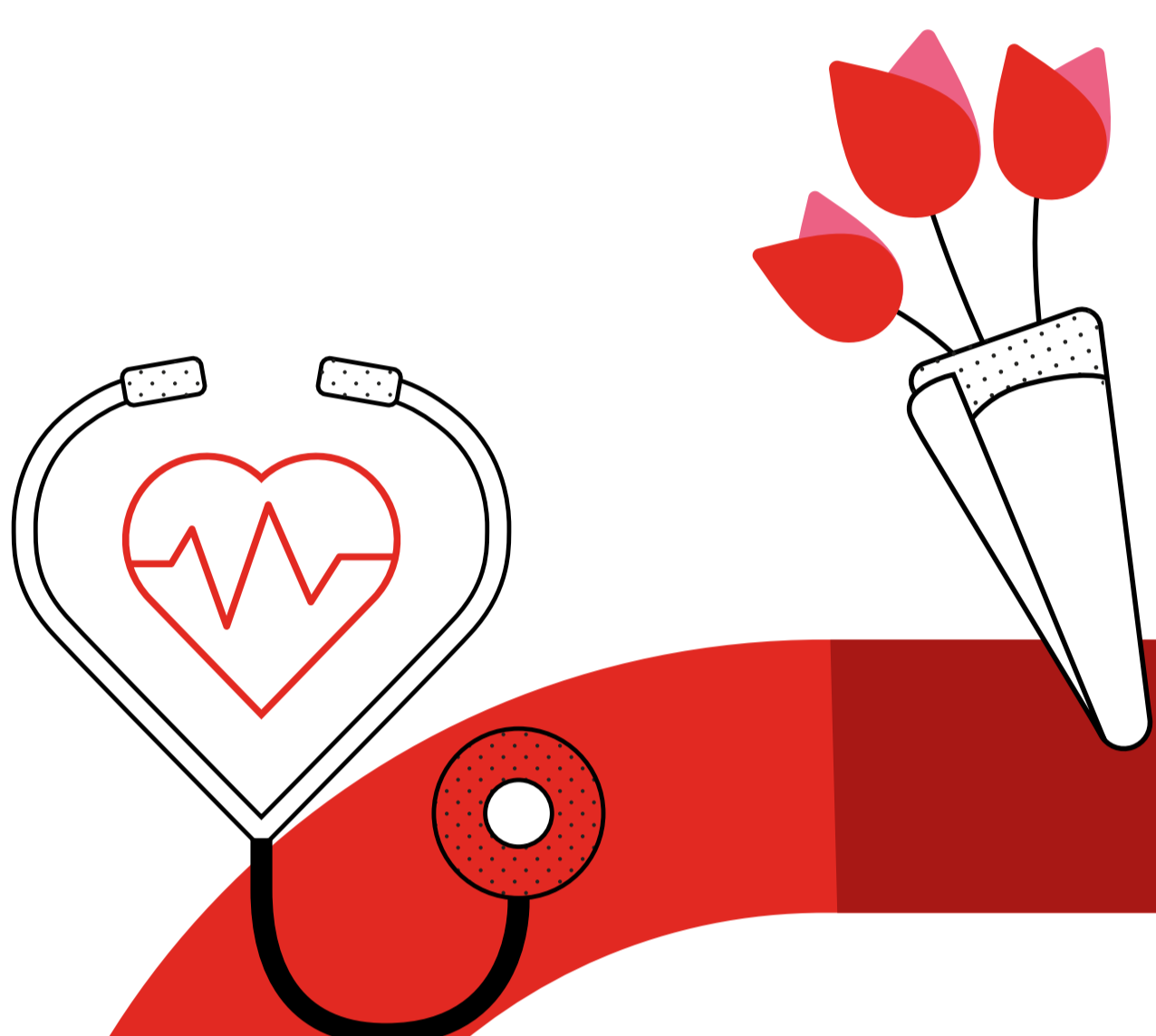
Concerned about heart health

Your client may be **worried about symptoms**, or have been told by their doctor to take better care of themselves

Their Wellbeing Support nurse can **give advice** and discuss potential **lifestyle changes**

Your client could be in **shock**, and **scared** about what could happen next

Their nurse can give them techniques to **manage their anxiety**, offer **recovery guidance** and share literature on cardiac rehabilitation

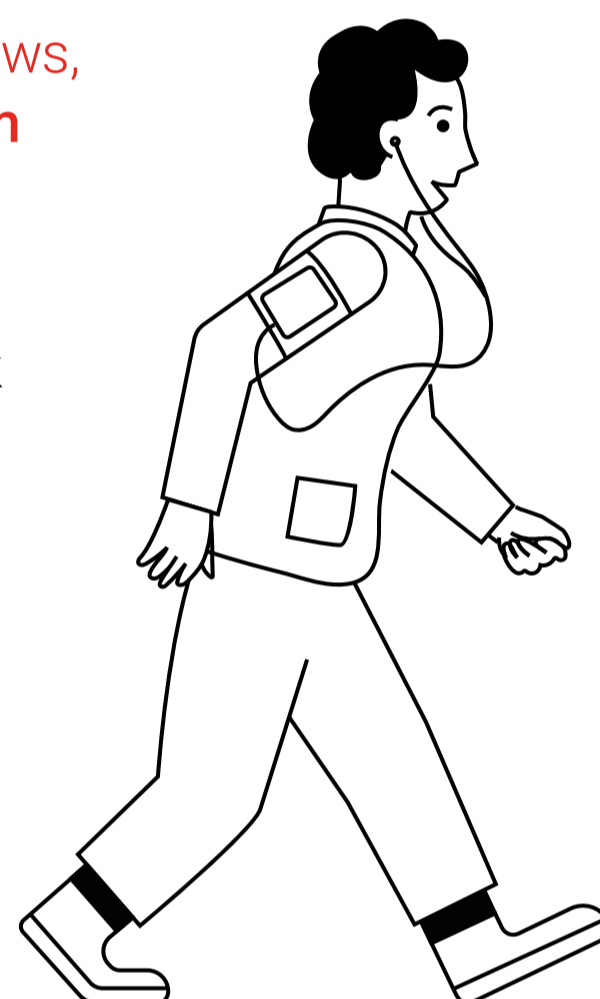


After suffering a heart attack

Co-sultation

Your client could be **worrying** about being given more bad news, and wonder what the **long-term impact** on their life will be

Their nurse could **prepare** them for their consultation, talk about **what to expect** from investigations, and help them **make sense of the outcome**



Your client could develop a **fear of exercising**, or worry they're having heart attack **symptoms** again

Their nurse can offer a **dedicated listening ear**, and talk about how they can **readjust gradually** to normal life

Heart health rehabilitation

Your client might feel **anxious** about going back to work, or have trouble **managing fatigue**

Their nurse could help with suggesting **workplace adjustments**, and give advice on **managing long-term side effects**



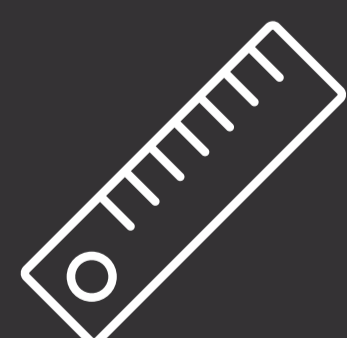
Going back to work

Living with a heart condition

Your client may feel **vulnerable**, or find it takes them a while to **get back to 'normal'**

Their nurse can help them with **maintaining lifestyle changes**, and support them with readjustment

How Wellbeing Support nurses take the burden off your client



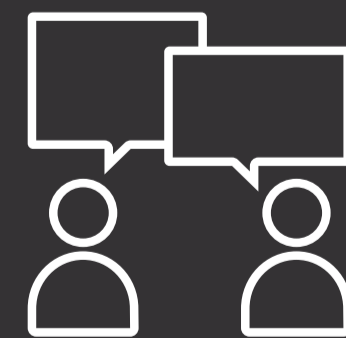
Tailor emotional support and practical advice



Signpost to charities, support groups and other helpful services



Recommend relevant resources such as books, leaflets and web links



Provide appropriate therapy or counselling, or arrange a second medical opinion, medical equipment or help at home

We're listening. So that they're supported.



¹ Immediate family is defined as the policy holder, their partner, and children living in the same household.

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