

## Health Support Line

When you choose to use an adviser that is part of the Intrinsic network you get more than professional advice from a highly qualified adviser, you open the door to other added-value services – like our free Health Support Line. This document explains what the Health Support Line is and how it might help you.

### What is the Health Support Line?

The Health Support Line is a telephone based service that offers help if you have to claim on your critical illness or income protection policy.

### How does the Health Support Line help me?

You have taken a very important step by protecting yourself financially against the impact of suffering a critical illness or losing your income through illness or disability. However, while this offers you valuable financial support, to help you recover and get back to work you may need other, non-financial support. This is where the Health Support Line helps.

Through the Health Support Line you have access to a team of qualified nurses with years of experience providing emotional and practical support to those recovering from ill health. If and when you claim, we will give you your own dedicated personal nurse adviser. Your nurse will stay in touch with you as often as, and for as long as, you need. If you were to die your dependants can also benefit from bereavement counselling as well.

### What kind of help does the Health Support Line give me?

Your nurse will tailor the help you need to suit your specific needs. Here are some examples of the help and advice you might receive:

- Helping you understand your condition and your treatment options using simple language
- Helping your family deal with the consequences of your illness
- Providing useful resources such as books and DVDs
- Giving you emotional support
- Identifying and helping you access other sources of help

### How much does it cost me?

Nothing. This benefit is provided entirely free of charge and is in addition to other benefits you may receive from your other protection policies.

### How long does the Health Support Line service last?

As long as you have your critical illness or income protection policy the Health Support Line will be available if you make a claim. Once you make a claim and begin using the Health Support Line it will remain available to you for as long as you need it.

### How will I access the Health Support Line?

If and when you make a claim on your critical illness or income protection policy your insurance company will put you in touch with the Health Support Line.