A HELPING HAND
WHEN YOU NEED IT MOST

A guide to our tailored support service
When you’re buying insurance, **you’ll ask some practical questions**

- Will it cover the mortgage?
- What about all the other bills?
- How does the cost compare with other insurance?

If something goes wrong, **you’ll probably ask some emotional ones**

- How can I stop the children worrying?
- Will I ever feel confident enough to go back to work?
- How can our family life ever go back to normal?

That’s why our insurance comes with Helping Hand: a service that offers personal support **whenever you need it.**
WE’RE THERE FOR YOU DURING THE TOUGH TIMES

If you ever suffer from a serious illness or if your family are bereaved, a payout from your insurer can ease the pressure. It can stop you worrying about the rent or the mortgage, or about paying the bills while you’re off work, or while your family are coming to terms with their loss.

However, money can’t ease the emotional strain. That’s why our Helping Hand service gives you a dedicated nurse who’ll provide tailored and personal support whenever you need it – for as long as you need it.

Whether you need someone to talk to or access to specialist services, you’ll always speak to the same person.

Helping Hand is available from the day your plan starts, you won’t need to pay anything extra to use it and your family (partner/children) can use it too.

Helping Hand is a package of support services, 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 These services aren’t part of our terms and conditions, so can be amended or withdrawn at any time.

A DEDICATED NURSE WITH A WEALTH OF EXPERIENCE

Each dedicated nurse specialises in a different area. For instance, some have lots of experience helping their patients to deal with cancer, while others have spent years helping patients to recover from strokes. Their wealth of experience means they’ll know exactly how to help you.
If you’re going through a difficult time, we want to make things easier for you and those close to you.

1. If you need to use Helping Hand just give us a call and we’ll pass your details to our healthcare partner, an independent nurse advisory service called RedArc.

2. The RedArc team will choose a dedicated nurse with the right experience to deal with your particular situation. This nurse will call you to see how they can help.

3. Your dedicated nurse will create a personal support plan for you. This makes sure the help they provide complements any NHS services you may already be getting.

4. They’ll give you ongoing support for as long as you need it. And if they think it’ll benefit you, they can also arrange for access to specialist services, like counselling or complementary therapies to help aid your recovery.

Jan Dryden is Director of Nursing Services at RedArc. She sees how much people value those first phone calls with their dedicated nurse.

“We do a lot of listening,” Jan says. “Often, people don’t quite understand their diagnosis, and they go home full of anxieties. Or they Google it and find lots of scare stories. We can start answering their questions. We might be on the phone for 20 minutes, or it might be an hour – it doesn’t matter. We’re there for as long as the person needs us.

“We can get two people diagnosed with the same thing in the same morning, who need completely different support. Their main concerns might be looking after their mum and dad, or making sure their children can cope. People are all different. Whatever it is, we get to the bottom of what’s bothering them and what support they need.”

If you’d like to use Helping Hand just call us on 0345 6094 500.

We work with an independent nurse advisory service called RedArc Limited. All calls are confidential and will not be discussed with Royal London without your permission.
HELPING YOU
THROUGH
LIFE’S CHALLENGES

Life is full of ups and downs, so from time to time you may find you just need some advice to give you peace of mind – and having a professional to talk to can make all the difference.

That’s why our Helping Hand service also gives you and your family (partner and children) access to independent medical, legal and career helplines.

Medical helpline
If you don’t feel you need the in-depth support that’s available from a dedicated nurse, you can use our medical helpline. Healthcare professionals will answer any questions you might have about your general health. They can also give you advice on things like stopping smoking, holiday vaccinations or hospital waiting times in your area.

Legal helpline
If you’re seriously ill or have been bereaved, you might find you need legal guidance to help you deal with difficult situations. Our helpline gives you access to legal professionals who can answer questions on things like your employment rights, wills and probate or inheritance tax.

Career helpline
If your health has changed or you’ve been made unemployed, the thought of making a career change can be daunting. Our career helpline can guide you back into work by giving you advice on how to widen your skills, research the job market and write a great CV.

If you’d like to use any of our helplines, just call 0345 6012 598.

Helplines are available 9am-5pm, Monday to Friday. The calls you make to the helplines are completely confidential and will not be discussed with Royal London. These support services are provided by third party suppliers Cazden Limited (careers), Knights Professional Services (legal) and RedArc Limited (medical).
Jill was diagnosed with breast cancer in 2013. To treat the disease she had to face surgery, chemotherapy and radiotherapy along with all their side effects.

Thankfully she had critical illness cover so she didn’t need to worry about money while she was getting better. And she also had access to our Helping Hand service.

**Regular support and practical help**

Jill got a call from her dedicated nurse, Linda, who kept in touch regularly to offer support. They talked on the phone and by email and text, whatever suited Jill – a busy mother of three – best.

Linda was able to answer Jill’s questions about her treatment, and arrange for her to have reflexology and hypnotherapy to help her cope with the side effects and feel more like herself again. Linda even put her in touch with a specialist hairdresser who helped style her hair when it started to grow back after chemotherapy.

**Support for as long as it’s needed**

Linda stayed in touch with Jill for over a year and Jill told us it was good just to have someone outside her family she could talk to about her illness, and that the support and advice Linda gave her was a godsend.

Jill says “Helping Hand was like a hug down the phone. Linda was like a friend – someone I could confide in.”
Remember, Helping Hand is available from the day your plan starts – you don’t need to make a claim to use it. It’s there to give you personal support whenever you need it.
All literature about products that carry the Royal London brand is available in large print format on request to the Marketing Department at Royal London, 1 Thistle Street, Edinburgh EH2 1DG. All of our printed products are produced on stock which is from FSC® certified forests.

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