



A HELPING HAND WHEN YOU NEED IT MOST

A Guide to Your One-to-One Personal Support



INTRODUCING ROYAL LONDON

Ever since we started as a Friendly Society over 150 years ago, at Royal London we’ve believed that our difference is our strength. Today, we’re the UK and Ireland’s largest mutual life and pensions company. Whoever you are and whatever your aims, we’ll look to provide you with great long-term value, first class service and support at all times.

This guide tells you how Royal London’s Helping Hand service works.

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PROTECTING MORE THAN JUST YOUR FINANCES

When, following your Financial Broker's recommendation, you decide to take out a Royal London policy, once you have sufficient cover in place, you are making sure you and your family are financially protected if anything happens to you. But now you're also putting a measure in place that will help them be looked after emotionally.

This might sound a bit far fetched? But in fact, it's absolutely true. **That's because Royal London offer our Helping Hand service with all of our new policies.**



Helping Hand gives **one-to-one personal support** from your own **Nurse Adviser from RedArc** who can help you and your family cope with the devastating effects that illness or bereavement can have. With 20 years experience, RedArc has earned a reputation for service excellence, supporting individuals and their families through serious illness, chronic health conditions, bereavement and disabilities.

Whilst your medical team focus on your treatment, RedArc helps by providing 'softer' skills – a friendly listening ear, practical information, and much needed emotional support both for you and your family. (When we say 'family' we mean the spouse or partner of the Royal London Life assured and their children.)

The diagnosis of a serious health condition such as cancer, a heart attack, stroke or MS invariably means a worrying time for the patient. This is the time that they need access to someone who understands the condition, has the time to listen to concerns and can allay fears. Royal London's Helping Hand service gives you exactly this support.

At times such as this the family is also hugely affected. So RedArc services include support for family members who may have difficulty in coming to terms with what has happened, or may find themselves pressed into action as a carer.

The cornerstone of the Helping Hand service is highly experienced, registered Nurses who will be the focal point for the patient and their family too, providing tailored support to meet their particular circumstances.

Helping Hand is available for you and your family from day one of the policy, regardless of which type of policy you choose and whether or not you are making a claim – **and all at no additional cost**. And once your support from your Personal Nurse Adviser starts, there's no limit to how often you can speak to them.



SO, WHAT EXACTLY IS IT?

Here are just some of the many ways that Helping Hand could benefit you and your family:

Helping your family cope with the loss of a loved one

RedArc nurses can help your family come to terms with their grief if anything happens to you. They can also arrange a course of specialist bereavement counselling, if appropriate.

Making it easier to cope with cancer

RedArc oncology nurses are specially trained to provide support for cancer patients and their families. They'll contact you to discuss treatments, side effects or the wider emotional issues associated with the illness. They will be able to give guidance and emotional support. This is often lacking in existing, fragmented services.

Cardiac rehabilitation support

The effects of a heart attack or other coronary problems often leave people feeling anxious about over-exerting themselves. RedArc nurses can provide specialist information and support for heart attack patients and their families.

Managing stress and depression

A critical illness diagnosis can frequently lead to feelings of stress, depression and anxiety. For example, evidence suggests that depression affects more than 1 in 4 cancer patients*. RedArc nurses are trained to provide practical stress management advice. They may suggest exercise, healthy eating, keeping a routine, and mood diaries. They can also support family members suffering the effects of stress and anxiety.

* Source: Macmillan Cancer Support, Facing the fight alone, February 2013.



Helping Hand can also provide other practical help

Helping Hand may also arrange specialist therapy to help speed up recovery, if appropriate. Such as the provision of bereavement counsellors, speech and language therapists, face-to-face second medical opinion, complementary therapies, massage, or physiotherapy for serious health conditions.

If the worst happens, we think you and your family deserve more than just money. That's why Helping Hand is there to give you and your family access to your own specialist nurse advisor who is there to provide the individual support and advice you need, in this very challenging time.

Helping Hand is a tried and tested service, that our parent, the Royal London Group has had available for a number of years in the UK.

HELPING HAND CAN PROVIDE:

- Bereavement counsellors *or*
- Speech and language therapists *or*
- Face-to-face second medical opinion *or*
- Complementary therapies *or*
- Massage *or*
- Physiotherapy for serious health conditions

These ancillary specialist therapies are only provided if recommended by your personal nurse advisor and only for a limited time.



When you take out a policy with Royal London, we'll protect more than just your finances – **we'll give you a Helping Hand.**



HELPING HAND FROM ROYAL LONDON

Helping Hand gives one-to-one personal support for you through your own Nurse Adviser from RedArc, who can help you and your family cope with the devastating effects that illness or bereavement can have.

How do I access Helping Hand?

- 1** Contact the Royal London Existing Business Department in Dublin, at freephone 1800 453 453 to start the process of accessing Helping Hand.
- 2** Once we have obtained your permission to do so, Royal London sends your details to RedArc. Following this, we will then write to you letting you know that a Nurse Adviser from RedArc will be in contact and further explaining what to expect.
- 3** A personal Nurse Adviser calls the claimant or affected person. This initial call introduces the personal Nurse Adviser and explains exactly how Helping Hand can offer support. If we can't reach the person in question, we'll send a letter explaining what the service offers and that it's confidential.
- 4** After making initial contact with you or your family member who wishes to access Helping Hand, the Nurse Adviser takes time to understand how they can help both emotionally and practically. Regular support calls are put in place. If appropriate, the Nurse Adviser identifies any additional support that could help speed up recovery and may put in place contact from a specialist nurse or recommend other services to aid recovery.

Helping Hand is currently only available to new Royal London Life assureds and their children. The service can be amended or withdrawn at any time.



WANT TO KNOW MORE?

If you have a question about your plan or Helping Hand then you can contact your Financial Broker. They can provide you with any additional information you need. See details below.

For information on other Royal London plans visit our website **royallondon.ie**

Financial Broker Stamp:



www.royallondon.ie





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