



Health Support Line

When you purchase a critical illness or income protection plan from a Quilter Financial Planning adviser who provides restricted advice, you receive more than a comprehensive, personalised and professional service. You also get to benefit from additional added-value services such as 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.

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.

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 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 much does it cost me?

There is no additional cost. This benefit is provided entirely free of charge and is in addition to your other protection arrangements.

*The Quilter Financial Planning Health Support Line is available to all customers who have purchased a critical illness or income protection plan through a Quilter Financial Planning restricted adviser since 15th June 2015. The service is available for as long as you continue to hold a valid critical illness or protection plan with Quilter Financial Planning.