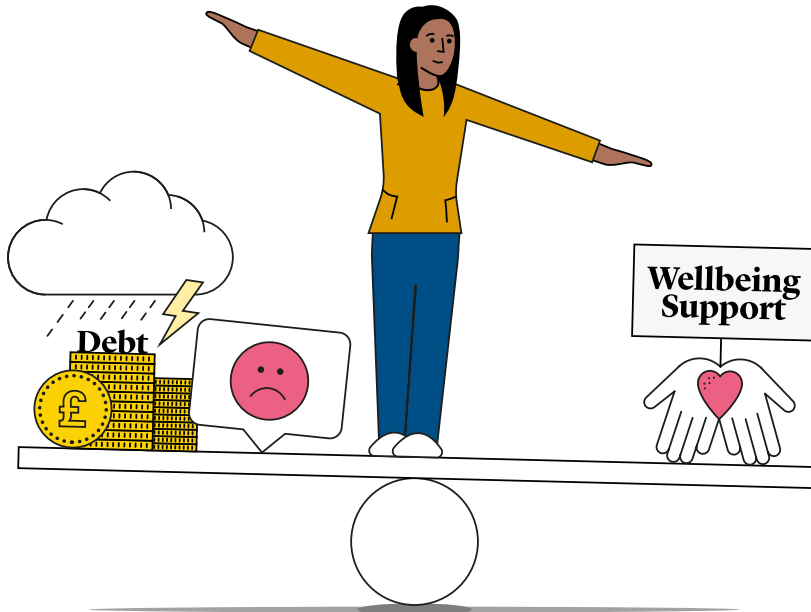


Aisha's story

How Wellbeing Support helped
deal with debt and anxiety



Wellbeing Support is provided
by RedArc Assured Limited



Aisha's story

“You’ve helped me survive a particularly bad time in my life”

Through Wellbeing Support, RedArc nurses are available to listen to, help and support your clients for as long as they need it.

For Aisha, taking time off work to recover from a serious illness meant her finances became a challenge. She realised she needed support, and contacted a RedArc nurse for help.

Aisha spoke to her RedArc nurse about how her financial situation was making her feel anxious, on edge and depressed. She told her nurse she has trouble sleeping and felt overwhelmed, and that she was worried about losing her home.

“It’s really good to speak with someone outside my family and friends who understands what I’m going through”

Support from Aisha’s nurse included:

- Signposting to **debt management** organisations, such as [Step Change](#) and [Turn2us](#).
- Suggesting meditation apps to **help with stress** and **sleep issues**, such as [Headspace](#) and [Insight Timer](#).
- Talking through **copng strategies** and **relaxation techniques** for anxiety management.
- Arranging a course of **face-to-face counselling** for Aisha’s anxiety.

How Aisha put advice into action:

- **Debt management:** Aisha contacted the debt management organisations and received free, confidential expert advice and guidance. She agreed to a debt management plan to make repayments at a reduced, more affordable rate.
- **Counselling:** Aisha’s anxiety and depression scores were measured before and after counselling. Her scores gradually improved which helped her feel more relaxed and able to cope.



Good to know It’s included as standard

When your clients take out one of our protection products they get access to Wellbeing Support throughout the life of the policy as standard.

Umbrella Benefits

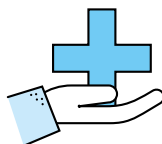
Additional cover you and your clients can count on

Umbrella Benefits is a range of four added-value services and optional benefits that keep on working for your clients behind the scenes, ready to help against the unexpected.



Wellbeing Support

Personalised emotional and practical support from a dedicated registered nurse. Access included as standard across all protection products.



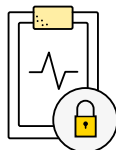
Rehabilitation Support Service

Supports a quicker return to work, and good mental and physical health. Included as standard with our income protection policies when making a valid claim.



Fracture Cover*

Financial protection if your client gets a specific injury. Available for an additional £5.90 a month.



Private Diagnostics*

Access to private virtual consultations with specialists and in-person non-invasive testing for cardiology, oncology or neurosurgery referrals. For an extra £4.50 a month.

Find out more about Umbrella Benefits >

*Private Diagnostics and Fracture Cover are insured by AXIS Speciality Europe SE. The support and services are provided by Trustedoctor, a sister company of Further Underwriting International SLU. Fracture Cover and Private Diagnostics can't be added to Whole of Life Protection Plan, Independent Critical Illness policies or Business Protection.

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