

GROUP CRITICAL ILLNESS

Support Services

Introduction

We believe insurance is about much more than just a financial benefit. When employers choose our Group Critical Illness policy, they also get access to three Support Services. Helping employees with emotional, practical and medical support.

There is no cost involved for all service users as the Support Service costs are absorbed within the Group Critical Illness premium*(see note in final column).

Access to all the Support Services provided will be available from the date Group Critical Illness cover commences with us.

Notes

These are Support Services provided by Canada Life's services company CLFIS (UK) Limited (CLFIS), through its service providers Best Doctors® Inc, Medical Care Direct and Protection and RedArc Assured Ltd.

Important information

These services are non-contractual benefits which are available if you have a Group Critical Illness policy with us. The provision of these services does not form part of your insurance contract with us and we provide access to these services as a value-added extra.

These are complimentary services and can be altered or withdrawn at any time.

Personal Nurse Service

The Personal Nurse Service provides long-term practical and emotional support over the phone with the same qualified nurse, for employees who make a Critical Illness claim.

For further information please see our [website](#).

Second Medical Opinion

The Second Medical Opinion service provides access to over 53,000 leading consultants worldwide. They offer second opinions on diagnoses and treatments for almost any condition.

Further information can be found on our [website](#)

How it Works Product Information Going On Risk

Treatment Sourcing

The Treatment Sourcing service makes it easier for employees and their families to access convenient private healthcare at competitive prices.

Further information can be found on our [website](#)

Notes

*The cost of any treatment will be met by the service user. Medical Care Direct may charge an administration fee when treatment is sourced.



Our forms are available to download from our website: www.canadalife.co.uk/group

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