

# Zurich Support Services



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# How we support you:

## work-life support

Zurich Support Services is so much more than just a counselling service. We understand that there are things going on at home that can affect your work-life, and also things that are going on at work that affect your personal life. Zurich Support Services aims to help you achieve a positive work-life balance.

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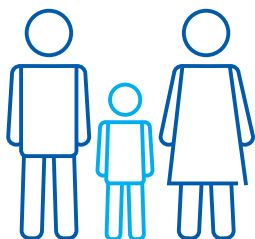
### Daily living



- Referrals to specialist organisations and services
- Saves you time and legwork
- Examples of daily living support include – property search, household help, sports clubs search, research for social events

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### Family caring



#### Childcare support and referrals

- Information, resources, and support from pre-conception or adoption, right through to children leaving the nest including information on education, local schools and support on teenager issues
- Tailored searches to identify available childcare vacancies

#### Elder care support and referrals

- Support on health conditions such as strokes, dementia and Parkinson's disease
- Information on a wide range of issues including benefits, community care and in home support aids
- Tailored searches for elder care accommodation and community resources

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## Career coaching



- One hour session with a qualified coach by telephone appointment
- Area of focus dependent on you
- CV help, interview technique and confidence building

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## Debt and money management



- Debt information pack
- Income and expenditure assessment
- Appropriate and realistic action planning
- Negotiations with creditors to reduce or freeze payments
- Support with IVAs, bankruptcy, default notices or CCJs

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## Legal information



- Information provided by trained specialists to help you make informed decisions
- Research undertaken to answer a particular question or search request
- Examples include – relationship and family matters, problems at work, property/real estate, consumer rights

# There when you need us

## Case study: daily living and childcare support



### Story 1

*Julia contacted Zurich Support Services as she was looking for a nursery for her two-year-old daughter. Both Julia and her husband worked full-time so they needed childcare between 8am and 5:30pm, Monday to Friday. They were also looking to move house, so Julia asked for help finding a property that would suit their young family.*

### **How Zurich Support Services helped**

*Within six hours, the consultant found two nurseries in Julia's local area and emailed the details to her. They also included a tip sheet to help Julia evaluate and choose the best one for her daughter.*

*The consultant then worked with a known estate agent to identify three suitable properties and emailed the information to Julia within 48 hours.*

*Julia was very pleased with the service she had received, saying that it had taken away a lot of stress during a particularly busy time and had helped her to make quick and informed decisions on two important matters.*

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# How we support you:

## emotional support

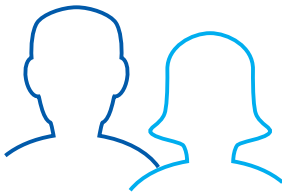
If you need support on any personal, mental and emotional issues throughout your policy or at claims stage, Zurich Support Services is here to help.

### Examples of emotional issues

- Bereavement and loss
- Esteem and confidence
- Depression and anxiety
- Personal stress
- Addiction and dependence
- Relationships and family dynamics

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## Counselling



- Access to short-term counselling (up to 6 sessions)
- Provided by fully qualified and experienced counsellors (BACP, UKCP)
- Suitable counsellor will be appointed within 2 working days of initial assessment
- Appointment available within 5 working days of contact with counsellor
- Counselling takes place in counsellor rooms within 25 miles of given address
- Referrals to long-term support if needed beyond the 6 sessions

# Emotional and legal support

## Case study:

## Story 2

*David contacted the service as his father had died unexpectedly. He was finding it difficult to come to terms with his father's death and as an only child also had to begin the task of completing the probate forms.*

*By his own admission, David wasn't very money minded, and he found filling out forms concerning his father's affairs 'a nightmare'.*

### **How Zurich Support Services helped**

*David was put in touch with a counsellor who supported him, through a series of telephone-based counselling sessions, to deal with the emotions he was feeling. The counsellor used a goal-orientated approach to help David resolve his issues quicker.*

*A legal consultant also contacted David to help him with the probate process and helped him identify what monies and transactions were relevant to the forms. The consultant explained that David would need to attend an interview at the nearest probate registry to confirm the details entered on the forms and to answer any queries they might have.*

*David reported that the practical information he received helped him to complete the probate process accurately and swiftly, and that the emotional support helped him understand the nature of bereavement and gave him ways to move forward and look after himself.*



# Offering you more than financial cover

## What is Zurich Support Services?

- Free and confidential health and wellbeing service
- Impartial help and support on a wide range of issues
- An independent service provided by our partner, Workplace Options
- Up to six sessions of professional counselling
- Not just available at claims stage – you can use this throughout the lifetime of your policy
- Available to you and your family with no limit on queries or issues

Our protection policies help bring peace of mind at a time when you need it most. But sometimes, financial security is only part of the solution.

## Available support



# Accessing Zurich Support Services



Freephone helpline: **0800 326 5061**  
(available 24 hours a day, 365 days a year)

Zurich Support Services is not part of your contract with Zurich Assurance Ltd, and we reserve the right to withdraw Zurich Support Services at anytime without notice.

**Zurich Assurance Ltd.**

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Registered Office: Unity Place, 1 Carfax Close, Swindon, SN1 1AP.