

Introducing WeCare

For employees

We're delighted to offer you access to your new support service, WeCare

WeCare looks after your wellbeing with a 24/7 UK-based online GP, mental health counselling, a get fit programme, legal and financial guidance, plus much more. Using your phone, tablet or desktop, you and your family have 24/7 access to thousands of experts, all from the comfort of your own home.



What are the benefits?



24/7 GP

Both you and your immediate family can speak to a UK-based GP from the comfort of your own home. No doctors' surgeries or waiting for an appointment.



Get Fit Programme

Qualified nutritionists will support you with bespoke fitness programmes, ranging from diet and exercise plans to stopping smoking.



Mental Health Support

Prevent burnout, tackle major life events or learn to deal with stress and anxiety. You'll get up to 10 sessions with a mental health professional.



Financial and legal support

Over-the-phone support on issues ranging from how to budget more effectively and reduce bills to dealing with a divorce.



Who can access WeCare?

It's free to use for:

- All UK-based employees, whether insured or not
- Your immediate family members*

*Includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.



Key Features



Health



GP Consultation

24/7 access to a UK-based GP, via video or phone call, with no usage limitations. You can even get private prescriptions delivered to your front door.



Second Medical Opinion

Get a second opinion on almost any diagnosis, from one of 50,000 leading consultants worldwide.



Stop Smoking

On-going support and tips from a team of specialists to help quit smoking.

Mental health¹



Mental Health Support

Qualified mental health counsellors provide therapy to guide you in the right direction. They specialise in anxiety, stress and depression.



Burnout Prevention

A counsellor will work with you to address the symptoms of burnout before it becomes overwhelming.



Life Events Counselling

Receive personalised counselling sessions when you're suffering after a life event.

Wellbeing and healthy living



Healthy Diet

Hints and tips on how to improve your diet. From work lunches to inspired mid-week meals.



Get Fit Programme

Access to a custom four or eight week get fit programme, with a structured exercise and diet plan.



Diet Support

Receive guidance from a professional nutritionist, who will arrange a weekly diet plan, plus top tips when eating out.

Financial and legal support



Financial

Guidance from a specialist on a range of issues, from budgeting tips and financial education to making the most out of your work benefits.



Legal

Legal experts will help simplify a range of legal issues from property law to consumer disputes.

¹ All employees and their immediate family members receive up to 10 personalised counselling sessions, per issue experienced.



Benefits

- + You can start putting your health first – both physical and emotional
- + Instant access from the comfort of your own home – the average wait for a physical GP is over 2 weeks²
- + It's free to use
- + You and your immediate family have unlimited usage
- + Available 24/7, 365 days a year

² <https://www.activequote.com/articles/average-wait-to-see-gp-passes-two-weeks-for-first-time/>



Need help?
Get in touch with WeCare on 0800 917 9330.

These services are non-contractual benefits provided through Canada Life and can be altered or withdrawn at any time.

Our forms are available to download from our website: www.canadalife.co.uk/group
Canada Life Limited, 3 Rivergate, Temple Quay, Bristol BS1 6ER. Telephone 0345 223 8000

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How to access

- 1 Download the 'WeCare Programme app' or visit head to wecare-cl.com.



- 2 On the 'Log In' page, click 'Create Your Account', where you'll be prompted to enter the access code. First time users will need to complete a quick online ID check to access the services.



Your unique access code is:

E29872

- 3 Select the service you want to use and follow the on-screen instructions. A specialist will be in touch, typically within two hours.

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canada **life**

Bereavement Counselling

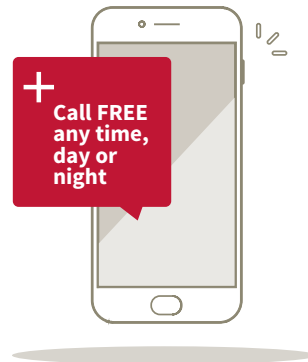
Expert bereavement support

Losing someone close can be devastating – no one should go through it alone. Our bereavement counselling service gives you time and space to talk about your feelings.

It provides access to a dedicated helpline and up to four telephone sessions with a qualified counsellor.

The service includes:

- ✓ Access to a dedicated bereavement counselling helpline
- ✓ Confidential support and advice from HCPC registered Psychologists
- ✓ Up to four structured telephone counselling sessions
- ✓ Practical advice on areas including self-help, relevant charities and other support groups
- ✓ Face-to-face sessions can be made available where necessary
- ✓ Available to you and your immediate family



Access bereavement counselling experts on

**0800
912 0826**

You will be asked which company you work for.

FREE¹ to use for:

- ✓ All UK-based employees covered by a Group Life Insurance policy.
- ✓ Your immediate family members, which includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.

¹ Free for all service users as the Support Service costs are absorbed with the Group Insurance policy premium.

More information is available on our website: www.canadalife.co.uk/group

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Probate Helpline

Professional advice from probate experts

Our Probate Helpline provides access to probate experts who can help you with will writing, administration of estate, finding missing beneficiaries and applying for probate.

When someone dies, you might be in charge of sorting out their estate – their property, money and possessions. It can be confusing, especially if you've never done it before. Our probate helpline puts you in touch with the experts who can give advice and financial guidance.

The service includes:

- ✓ Access to probate experts over the phone ¹
- ✓ Confidential advice
- ✓ Financial guidance and advice on legal matters linked to the bereavement

It can help you with:

- ✓ Will writing
- ✓ Administration of estate
- ✓ Finding missing beneficiaries
- ✓ Applications for Grants of Representation
- ✓ Deeds of renunciation
- ✓ Applying for probate



FREE² to use for:

- ✓ All UK-based employees covered under a Group Life Assurance policy
- ✓ Your immediate family members, which includes any spouse, partner, parent or sibling living in the same household; any legal dependant under the age of 21 and in full time education; or any other legal dependant who is dependent on the member because of disability.

¹ Service unavailable on bank holidays

² Free for all service users as the Support Service costs are absorbed with the Group Insurance policy premium.

More information is available on our website: www.canadalife.co.uk/group

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