

LifeCare

Support for when you
need it most

Nurse On Call
ClaimsCare



When it comes to protecting you and your family nothing but the best will do.

If you've recently taken out a protection policy with Irish Life you've made one of the most important decisions you can make - to protect you and your loved ones.

Being financially protected gives you peace of mind knowing that you and your family will have a financial safety net should something unfortunate happen. But we know there are times when you need other types of support to help you take care of your life and wellbeing, such as a sympathetic ear, expert advice and reassurance.

With that in mind, we have provided you with access to a range of expert services called **LifeCare**, at no additional cost, for you and your family to avail of. The **LifeCare** range of services are made up of two separate services that provide support for your different needs.



Nurse On Call

A helpline service provided by Healix Medical Services.



ClaimsCare

A dedicated claims assessor and access to post claim counselling services provided by Clanwilliam Institute.

LifeCare services are available when you start a new Mortgage Life Insurance, Term Life Insurance, Life Long Insurance, Pension Life Insurance, or Income Insurance plan with Irish Life. **Nurse On Call** services are available to you even if you never make a claim on your plan.



Important information:

LifeCare gives you access to services provided by other companies which are independent from Irish Life. These services are not designed to replace the advice provided by your doctor or your own health professional, but to give you information to help direct you toward the appropriate course of action. Your access to these third party services is subject to their terms and conditions. Irish Life accepts no responsibility for these services. Irish Life may change the service providers or withdraw access to these services in the future.

Here we'll explain the individual services available under the **LifeCare** range.





Nurse On Call is a helpline service provided by Healix Medical Services which gives you access to qualified nurses for non-emergency medical advice 24 hours a day, 365 days a year.

Nurse On Call

Nurse On Call is a general helpline for medical queries. Think of it like having a professional nurse with you at all times, there to answer any questions you may have, even if it's 2am!



Service at a glance:

- > The opportunity to discuss symptoms and worries confidentially.
- > General medical advice.
- > Travel health information pre and post travel.
- > Pre and post-operative treatment advice.
- > Advice and information on a range of lifestyle issues such as dietary information, sports injuries, and sexual health.
- > Medication information.

How can I speak to a nurse?

Call **Nurse** On Call today at **on 01 2654949**.

My child has
a high temperature.
*What should
I do?*

I have a rash on
my body,
*should I go to
hospital?*

For full details talk to your Financial Broker



ClaimsCare is a service which supports you and your family if you need to make a claim.

A dedicated Irish Life claims assessor will assist you throughout the entire claim process and you can also avail of counselling sessions provided by the Clanwilliam Institute.

Whether it's for a bereavement or a serious illness, making a claim can be an emotional and often traumatic time for you and your family. ClaimsCare ensures you receive compassionate support and expertise throughout the claim process.

Service at a glance:

- > a personal claims expert to look after your claim.
- > a quick and efficient process.
- > bereavement and personal counselling services with the Clanwilliam Institute who:
 - help people through difficult times, including stress, major illness and bereavement;
 - are an independent, Irish company and registered charity, providing counselling and psychotherapy services; and
 - have locations around the country in Dublin, Portlaoise, Nenagh, Galway, Sligo and Cork.

You have access to three counselling sessions, at no extra cost, if you need to make a specified illness cover or life cover claim.

How do I make a claim?

You can call us on **01 704 1010** with your plan details.

Please have your/your family member's Irish Life plan number available when you call.

How do I avail of the counselling sessions?

You can contact the Clanwilliam Institute directly at **01 676 1363**.



Counselling for grief and stress



Compassionate claims service

For full details on the services offered by the Clanwilliam Institute, please talk to your Financial Broker

About Irish Life



Experience and expertise

Established in Ireland in 1939, we are one of Ireland's leading life and pensions company, taking care of more than 1 million customers.



Customers and their families are at the heart of what we do

At Irish Life, we've been taking care of families in Ireland for generations. With over 80 years' experience protecting people, we have learned a thing or two about what's important to our customers and we create our products and services with you in mind.



High quality claims service

We ensure you have a dedicated claims expert to look after your claim from the moment you get in touch. In 2022 we paid 98% of life cover claims and 89% of Specified Illness Cover claims.



We're big on customer satisfaction

We're constantly measuring how satisfied our customers are with our products and services and finding innovative ways to ensure our customers have the best experience possible.



Committed to delivering quality products and services

We are committed to delivering innovative products backed by the highest standards of customer service. We have access to experience and expertise on a global scale, allowing us to continuously enhance our leading range of products and services.

Healix Medical Services and the Clanwilliam Institute provide confidential services and are independent from Irish Life. Your access to these third party services is subject to their terms and conditions. Irish Life accepts no liability for these services. Irish Life may change the service providers or withdraw access to these services in the future.

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