

# Your wellbeing matters



## Take control with MetLife's Wellbeing Support Centre.

In today's busy world finding the right kind of support and services that we need can be time consuming, not to mention expensive.

MetLife's Wellbeing Support Centre provided by Health Assured, can help you feel in control when life throws you off track or out of action. They provide useful services which give you access to qualified counsellors, legal advisors<sup>4</sup> and registered nurses - all of whom can help with the everyday bumps in the road.

Access is also available for your household family members which includes your spouse or partner and any brother, sister, parent and legal dependants who live in the same household as you. It's also available for your children or legal dependants who do not live with you but live in the UK and are in full-time education.<sup>1</sup>

To access the Wellbeing Support Centre and see how it can help you and your family take control of your wellbeing, please refer to the details in your MetLife Welcome pack.

Alternatively, you can call the Wellbeing Support Centre on **0800 023 2735**.

Please note, the Wellbeing Support Centre is available for MultiProtect policies sold from 08 February 2018 onwards.

## The Wellbeing Support Centre covers three areas of wellbeing, you can get help with:

| Financial Wellbeing  | Mental Wellbeing  | Physical Wellbeing  |
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| <p>When your finances feel out of control it can be overwhelming and stressful. Legal advisors<sup>4</sup> can provide support on a range of financial issues, including:</p> <ul style="list-style-type: none"> <li>• Managing debt</li> <li>• Credit card consolidation</li> <li>• Pensions</li> <li>• Living on reduced income</li> <li>• Tax issues</li> <li>• Buying a new home</li> <li>• Separation and divorce</li> <li>• Wills and probate</li> </ul>  | <p>You can speak to a qualified counsellor<sup>2</sup> to help with issues such as:</p> <ul style="list-style-type: none"> <li>• Depression</li> <li>• Childcare and eldercare</li> <li>• Bereavement and loss</li> <li>• Anxiety and panic attacks</li> <li>• Stress</li> <li>• Relationships</li> <li>• Bullying and harassment</li> <li>• Managing change</li> </ul>  | <p>As well as keeping fit and healthy, you can speak with Nursing and Midwifery Council registered nurses.<sup>3</sup> They can help with:</p> <ul style="list-style-type: none"> <li>• Aches and pains</li> <li>• Heart health</li> <li>• Giving up smoking</li> <li>• Exercise and eating well</li> <li>• Travel advice</li> <li>• Terminal illness</li> <li>• Medical information</li> <li>• Rehabilitation</li> </ul>  |

1. Members of your family in your household means the spouse or partner and any brother, sister, parent, legal dependants (except children under the age of 16) who are living in the same household as the policyholder; and any children or legal dependants of the policyholder who do not live in their household and are aged 18 to 24, living in the UK and are in full-time education. 2. Neither the fact that you have used the service or the content of any contact will be divulged to anyone outside Health Assured, usage statistics may be offered in way of management information reports but only in circumstances where there are no identifiable characteristics. The only circumstances in which information may be disclosed are: a) If you provide explicit consent. b) Health Assured Limited is ordered by a court of law to disclose information. c) The nature of your problem is such that the counsellor has reasonable grounds for believing that there may be a risk of harm to yourself or someone else d) Where deemed appropriate by the telephone counsellor. 3. Nurses are unable to provide diagnosis of symptoms or prescribe medication, however can offer information on conditions and advise of the appropriate clinical pathway and support channels. 4. Legal assistance is provided by non-professional legal advisors (with at least four (4) years' study, having a law degree, Legal Practice Course 'LPC' qualification or Master's degree in Law).

0800 917 0100

metlife.co.uk

Wellbeing Support Centre is provided by Health Assured Limited (No.6314620) registered in England at the Peninsula, Victoria Place, Manchester M4 4FB.

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