

Supporting you

in times of grief

Insuranceline

Call our Grief Support service on **1300 447 027** for a confidential discussion.

Experiencing grief can be extremely difficult and potentially overwhelming at times. You may feel that life has changed forever and you cannot recover.

Grief is different for everyone, it can affect you and your family in different ways: you may experience changes in your emotions, physical health, thoughts and behaviour, and social interactions.



Here for you

To help during this difficult time, we have a dedicated Grief Support service that's available to:

- immediate family members of a loved one who has become terminally ill or passed away, and/or
- customers who have been diagnosed with a terminal illness.

We have partnered with a specialist external provider, Assure Programs, so you and your family are provided with the understanding, care and resources that may be needed to help navigate this time.

Insuranceline's Grief Support service

Immediate family members of the loved one who has become terminally ill or passed away, and customers who have been diagnosed with a terminal illness, each have complimentary voluntary access to three sessions with a dedicated Grief Support health professional.*

We want to make this as easy as possible, so all the details you need to know are below:

- Assure Programs is open 24 hours a day, 7 days a week.
- To help Assure Programs link you with the most appropriate service, there will be some standard questions asked of everyone who rings. None of the information you give will be shared with Insuranceline—this is a completely confidential service.
- Registration takes between three to five minutes, so have your diary with you so you can find the best time to book an appointment.
- With your permission, Assure Programs will send you an SMS to remind you of your appointment at least 24 hours prior.
- If you are unsure about anything, please ask the Assure Programs Client Support Team to clarify. They will actively listen to you, facilitate the process and point you in the right direction for getting the support you need.

* This service is offered to immediate family members of persons insured under an Insuranceline Funeral Insurance or Life Insurance Policy. 'Immediate family members' means the spouse, partner, de facto, children, parents and siblings of the insured person. Each immediate family member is entitled to three complimentary one-hour sessions with an Assure Programs' Grief Support health professional, which will be provided face-to-face at one of Assure's 500 locations, over the telephone to an Australian telephone number or via a Skype session. Sessions must be used within 12 months of the date on which the insured person was diagnosed as Terminally Ill or passed away.

Assure Programs, Ingeus Australia Pty Ltd (ABN 87 152 509 370) is an organisation that provides counselling, wellbeing coaching and evidence-based development programs. You can access the Privacy Policy at assureprograms.com.au, or ask the Assure Client Support Team. Assure Programs is not part of Insuranceline, and counselling and education services are provided by Assure Programs, not Insuranceline. Although due care and diligence has been exercised in selecting a provider of Grief Support services, Insuranceline does not take any responsibility for the services provided by Assure Programs and does not hold them out to be suitable for every individual.

The information provided by this service is not a substitute for advice from a qualified medical or other health professional. This service is not intended to diagnose, treat, cure or prevent any health problem. Always consult your general practitioner or medical specialist before accessing any support service.

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