



Irish Life

LifeCare - new ways to protect your family

LifeCare

with you all the way



MedCare

- Medical Second Opinion



ClaimsCare

- 1 to 1 personal claims service
- Post claim counselling service



NurseCare




- NurseAssist 24/7
- Women's Health Centre



We all know that when it comes to protecting yourself and your family nothing but the best will do.

At Irish Life, we've been taking care of families in Ireland for generations. And as part of the Great-West Lifeco group of companies, one of the world's leading life assurance organisations, we now have access to global experience and expertise. With the launch of the **LifeCare** range of services, we can now give you access to new ways to help protect you and your family.

LifeCare gives you and your family valuable access at no extra cost to expert assistance and services, many of which are available 24/7, 365 days a year. For example, **LifeCare** could help if:

-  **MedCare** ● you, or someone in your family, were diagnosed with a condition covered, you could benefit from getting access to a review of your diagnosis and treatment plan from a world leading medical centre - over 160 medical conditions are covered;
-  **NurseCare** ● you're a parent who needs the reassurance of talking to an experienced nurse in the middle of the night about one of your children being unwell; or
● you, or one of your children, might need to talk to an experienced nurse on women-specific health issues; or
-  **ClaimsCare** ● you would like to avail of the counselling services on offer to help with bereavement after you have made a claim.

NurseCare and MedCare services are available to you even if you never claim on your Irish Life Protection plan.

LifeCare services are only available when you start a new Protection plan with Irish Life from 3 February 2014 for the following products: Term Life Insurance, Mortgage Life Insurance, Life Long Insurance, Pension Life Insurance and Income Insurance plans.

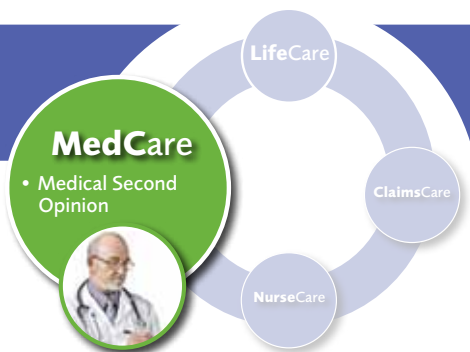
Important information

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.

In the future, Irish Life may change the companies listed in this leaflet as service providers. We may also withdraw access to the services listed.

MedCare

MedCare gives you access to a Medical Second Opinion service provided by MediGuide, for you to have an independent review of your diagnosis and treatment plan from one of a range of leading medical centres around the world.



Service at a glance:

- **160 conditions** covered where you have been given a diagnosis;
- **can be used by your wider family:**
 - your spouse/partner;
 - your children;
 - your parents and your spouse's/partner's parents; and
- second opinions are typically provided in writing **within 10 business days** when original records are received.



For full details on the Medical Second Opinion service and the medical conditions covered, please:

- log on to irishlife.ie/medcare; or
- ask your adviser for the MedCare leaflet; or
- call the Medical Second Opinion service today at 1800 94 83 50.

Please have your Irish Life plan number available when you call the above line.

NurseCare

NurseCare gives you access to two confidential helpline services provided by Aria Assistance which provide help and advice from experienced nursing professionals – NurseAssist 24/7 and Women's Health Centre.

NurseCare

- NurseAssist 24/7
- Women's Health Centre



LifeCare

MedCare

ClaimsCare

NurseAssist 24/7

NurseCare gives you access to NurseAssist 24/7.

Service at a glance:

- a **confidential helpline service**, provided by Aria Assistance.
- **available 24/7** – that's 24 hours a day, 365 days a year.
- speak to a team of **experienced and professionally-trained nurses**.
- **help with treating or assessing minor family ailments or accidents**, to advice on dealing with more traumatic events.

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

My daughter has just fallen and there's a lot of swelling, what can I do?

I have such a bad flu and I've taken a little more paracetamol than it says on the packet.



For full details on NurseAssist 24/7 services, please

- log on to irishlife.ie/nursecare; or
- ask your adviser for the NurseCare leaflet; or
- call NurseAssist 24/7 today at 1850 22 88 33.

Please have your Irish Life plan number available when you call the above line.

NurseCare

- NurseAssist 24/7
- Women's Health Centre



LifeCare

MedCare

ClaimsCare

Women's Health Centre

NurseCare also gives you access to the Women's Health Centre which is a confidential helpline.

Service at a glance:

- a **confidential helpline service**, provided by Aria Assistance.
- speak to a **team of experienced and professionally-trained nurses and midwives** about any female health queries:
 - includes **fertility and menstruation** queries;
 - **pregnancy** concerns;
 - **osteoporosis and menopause-related** questions.

I'm pregnant with twins and am worried about the birth and whether I'll cope?

How can I get checked out for breast cancer?

PMS is ruining my life every month. What can I do?

I think I may be going through the menopause? Am I not too young?



For full details on the services offered by the Women's Health Centre, please

- log on to irishlife.ie/nursecare; or
- ask your adviser for the NurseCare leaflet; or
- call the Women's Health Centre today at 1850 22 88 33.

Please have your Irish Life plan number available when you call the above line.

ClaimsCare

Highest quality service

We pay thousands of claims every year – in fact in 2013 alone we paid over 2,000 claims, worth over €160 million. From experience we know that making a specified illness or life cover claim can seem daunting at an already difficult time.

So when you make a claim, we promise that we'll;

- provide a personal claims expert to look after your claim;
- deliver a quick and efficient process;
- keep you informed regularly;
- make your claim as easy and straightforward as possible.

Every month we independently research how satisfied our customers are with the service they received. Over the last year they scored our serious illness claims service 90% for customer satisfaction. (Source: The Leadership Factor, December 2012 - August 2013).

Post-claims counselling with the Clanwilliam Institute

We also provide access to bereavement and personal counselling services with the Clanwilliam Institute who:

- help people through difficult times, including stress, major illness or bereavement;
- is an independent, Irish company and registered charity, providing counselling and psychotherapy services; and
- has offices around the country including Dublin, Portlaoise, Nenagh, Galway, Sligo and Cork.

You can have access to three free counselling sessions while you are making a specified illness cover or death claim.

For full details on the services offered by the Clanwilliam Institute, please

- log on to irishlife.ie/claimscare; or
- ask your adviser for further information; or
- contact the Clanwilliam Institute directly at 01 676 1363 or 01 676 2881.

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- 1 to 1 personal claims service
- Post claim counselling service



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NurseCare

MediGuide, Aria Assistance and 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