

PENSIONS
INVESTMENTS
LIFE INSURANCE



Irish Life | 75 Years of Experience

LIFECARE WITH YOU ALL THE WAY



MEDCARE • NURSECARE • CLAIMSCARE

WHEN IT COMES TO PROTECTING YOU 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.

The **LifeCare** range of services give you and your family access to valuable expert help at no extra cost.



MEDCARE

A medical second opinion service provided by MediGuide.



NURSECARE

Two confidential medical helpline services provided by Intana Assist.



CLAIMSCARE

A dedicated claims assessor and access to post claim counselling services.

LifeCare services are available when you start a new Term Life Insurance, Mortgage Life Insurance, Life Long Insurance, Pension Life Insurance or Income Insurance plan with Irish Life. **NurseCare** and **MedCare** 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. 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. If you are diagnosed with one of almost 200 conditions covered you can 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:

- can be used by your wider family:
 - your spouse/partner
 - your children
 - your parents and your spouse's/partner's parents
- second opinions are typically provided in writing within 10 business days when original records are received.



For full details

- 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.

NURSECARE

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

NURSEASSIST 24/7

SERVICE AT A GLANCE:

- a confidential helpline service, provided by Intana Assist.
- available 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?*



For full details

- 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.

WOMEN'S HEALTH CENTRE

SERVICE AT A GLANCE:

- a confidential helpline service, provided by Intana Assist.
- 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.

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

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*?



For full details

- 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.

CLAIMSCARE

HIGHEST QUALITY SERVICE

We pay thousands of claims every year – in fact in 2014 alone we paid over 2,000 claims, worth over €218 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.

Last year our customers scored our specified illness claims service 90% for customer satisfaction. (Source: The Leadership Factor on behalf of Irish Life, December 2013 - August 2014).



CLAIMSCARE

POST-CLAIMS COUNSELLING WITH THE CLANWILLIAM INSTITUTE:

We 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 life cover 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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Irish Life | **75** Years of
Experience

MediGuide, Intra Assist 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.

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Irish Life Assurance plc is regulated by the Central Bank of Ireland.
