Ask Ahead Service

Group Critical Illness support service from Zurich

ZURICH

Our experienced team is here to help

Whether you're thinking about electing cover under your employer's policy for the first time, changing your existing election, or considering making a claim, our experienced team is ready to answer your questions and support you every step of the way.

With Ask Ahead, you can get clear answers up front to help inform your decision making.

Questions about cover – our team is here to answer any questions relating to conditions covered, including pre-existing or related conditions.

Critical illnesses covered by the policy – we can confirm the different conditions covered through an employer's policy.

Pre-existing condition queries – we can answer queries relating to pre-existing or related conditions and provide clear direction on whether a claim is likely to be paid.

Claims process – we can provide updates on a Group Critical Illness claim or answer questions about how the process works.

Making a Group Critical Illness claim – we can help with claims submission.

Reframe Cancer Support – our team can give information about Reframe, including 28 hours of dedicated assistance over two years from a cancer nurse specialist and a cancer support manager with NHS expertise. Access to the Information Hub is also included and is available even without a cancer diagnosis.

Critical Illness Support Service – our team can also engage our in-house Critical Illness Support Service. They are here to offer practical support and emotional guidance for up to two years for non-cancer related conditions, regardless of the outcome of a claim.

Contact us

Call

0800 181 4004 (option 3)

We may record or monitor calls to improve our service.

Email

askahead@uk.zurich.com

Zurich Assurance Ltd.

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