



Here when you need us

Dedicated Cancer support services from Zurich

Group Income Protection

Cancer is a devastating disease. We understand that anyone dealing with a diagnosis needs specialist support, reassurance and care.

And our team of specialist nurses are ready and waiting to help if you have a colleague that needs support at any stage of their cancer journey - from investigation and treatment through to surgery and recovery.

We also know that quite often conditions such as anxiety and depression are common after a diagnosis and can also have an understandable impact, we can help with that too.

At Zurich, we want to ensure that your colleague receives the right support to suit their needs. We'll speak to them to find out how we can help and create a support plan tailored to their situation. We'll be there with them throughout their cancer journey.

Offering advice, support and guidance, our medically qualified cancer nurses will work with your colleague on a one-to-one basis to offer essential support whilst they focus on their treatment and recovery, for as long as they need our support.



Accessing this invaluable support:

For your colleagues at work

If your colleague is currently working, your HR representative would simply need to call our Rehab Access Clinic helpline and speak to one of our consultants.

The rehab consultant will ask you for some contact details for your colleague and will engage our cancer support nurses who'll call your colleague and keep you informed.

For your colleagues absent from work

If your colleague is currently absent from work, your HR representative would need to speak your Dedicated Claims Manager who will engage the cancer support nurses.

You should have a direct number for your dedicated claims manager, but if not, please call us on **0800 1814004**.

Making a claim

If you are making a claim in respect of a colleague, or letting us know about a colleague's absence or asking for early intervention support, you can request access to this service, when you speak to your Dedicated Case Manager.

Support you can rely on

Our experience means we're able to provide expert advice and guidance to support your colleague whilst they're going through such a difficult time.

- We'll take time to understand your colleague's situation to determine the support they need, taking things at their pace
- We'll discuss their treatment plan, answer any questions and review other ongoing support they might have
- We'll find out if they have any other needs that have yet to be addressed
- We can advocate for them with their treatment providers
- We can offer psychological support
- We can help with signposting for financial support
- We'll discuss their health, wellbeing and recovery: looking at activity and guided exercise
- We can suggest resources that your colleague can share with their family to help them get the support they need
- We'll be there every step of the way, keeping in touch with all parties throughout
- We'll be there for you. We fully understand the impact a colleague's diagnosis may have on HR and other colleagues
- We'll work closely with you to support a successful return to work when the time is right.

Useful resources

You can find out more about our Rehabilitation Services [here](#)

Here's a [case study](#) of how we helped Caroline as she went through her cancer journey.

Here are some other resources we think you may find useful:

[MacMillan cancer information and support for Employers](#)

[Access to work: get support if you have a disability or a health condition – GOV.UK](#)

[NHS – Cancer support and information](#)

