ZURICH Municipal

Zurich Support Services

What is Zurich Support Services?

- Free and confidential health and wellbeing service
- Impartial help and support on a wide range of issues
- An independent service provided by our partner, Workplace Options
- Up to five sessions of short-term, solution-focused professional counselling
- Not just available at claims stage - it can be used throughout the lifetime of your policy
- Available to you and, if appropriate, the users of your service

Available support

How we can provide you with **emotional support**

If you need short-term support on any personal, mental and emotional issues, Zurich Support Services is here to help.

Examples of emotional issues

- Bereavement and loss
- Esteem and confidence
- Depression and anxiety
- Personal stress
- Addiction and dependence
- Relationships and family dynamics

Counselling

- Access to short-term counselling (up to five sessions). This cannot be used for long-term specialist support for ongoing mental health problems
- Provided by fully qualified and experienced counsellors
- Suitable counsellor will be appointed within two working days of initial assessment
- Appointment available within five working days of contact with counsellor
- Referrals to long-term support if needed beyond the six sessions
- Counselling available face to face, by phone or video call, whichever you’re more comfortable with

How we can provide you with **practical support**

Zurich Support Services is so much more than just a counselling service. We understand that there are things going on at home that can affect your work-life, and also things that are going on at work that affect your personal life. Zurich Support Services aims to help you achieve a positive work-life balance.

Financial Services

- Retirement Planning: Annuities, estate planning, inheritance planning, personal pensions, SIPPs, workplace pensions, SERPS, drawdown
- Mortgages: Advice for new purchases, remortgages, buy-to-let, payment protection insurance (MPPI)
- Protection: Building and contents insurance, life insurance, critical Illness cover, income protection, private medical insurance, redundancy cover
- Savings: General savings and investment advice, investment bonds, investment trusts, individual savings
- Debt and Money Management: Assessing income and expenditure, prioritising debts, working out payment plans, tips for ongoing budgeting

Family caring

Childcare support and referrals

- Information, resources, and support from pre-conception or adoption, right through to children leaving the nest including information on education, local schools and support on teenager issues
- Tailored searches to identify available childcare vacancies
- Telephone consultations to explain childcare options and how the childcare system works regarding specific carers and vacancies

Elder care support and referrals

- Support and practical strategies for caregivers of people with strokes, dementia and Parkinson's disease
- Information on a wide range of issues including benefits, community care and in home support aids
- Tailored searches for elder care accommodation and community resources

Daily living

- Referrals to specialist organisations and services
- Saves you time and legwork
- Examples of daily living support include – property search, household help, sports clubs search, research for social events

Legal information

- Information provided by trained specialists to help you make informed decisions
- Research undertaken to answer a particular question or search request
- Examples include – relationship and family matters, problems at work, property/real estate, consumer rights

Life coaching

- Six hour sessions with a qualified coach by telephone appointment
- Area of focus dependent on you
- Confidence building, proactive problem solving

Case study 1 - David's story

Emotional and legal support

David contacted the service as his father had died unexpectedly. He was finding it difficult to come to terms with his father's death and as an only child also had to begin the task of completing the probate forms. By his own admission, David wasn't very money minded, and he found filling out forms concerning his father's affairs 'a nightmare'.

How we helped

David was put in touch with a counsellor who supported him, through a series of telephone-based counselling sessions, to deal with the emotions he was feeling.

The counsellor used a goal-orientated approach to help David resolve his issues quicker.

A legal consultant also contacted David to help him with the probate process and helped him identify what monies and transactions were relevant to the forms.

The consultant explained that David would need to attend an interview at the nearest probate registry to confirm the details entered on the forms and to answer any queries they might have.

David reported that the practical information he received helped him to complete the probate process accurately and swiftly, and that the emotional support helped him understand the nature of bereavement and gave him ways to move forward and look after himself.

Afraid to drive after a collision

We were contacted by someone who had recently been in a collision, who said he was afraid to try driving again. We offered counseling sessions over the phone to help him discuss and work through his fears.

Case study 2 - Julia's story

Daily living and childcare support

Julia contacted Zurich Support Services as she was looking for a nursery for her two-year-old daughter. Both Julia and her husband worked full-time so they needed childcare between 8am and 5:30pm, Monday to Friday. They were also looking to move house, so Julia asked for help finding a property that would suit their young family.

How we helped

Within six hours, the consultant found two nurseries in Julia's local area and emailed the details to her. They also included a tip sheet to help Julia evaluate and choose the best one for her daughter.

The consultant then worked with a known estate agent to identify three suitable properties and emailed the information to Julia within 48 hours.

Julia was very pleased with the service she had received, saying that it had taken away a lot of stress during a particularly busy time and had helped her to make quick and informed decisions on two important matters.

Concern about financial wellbeing

An employee called the programme to find help with their financial planning and budgeting.

Our team connected the employee with financial advocates and provided tip sheets with information on building a budget to help put their mind at rest.

Purchasing a home

A couple contacted us and asked about how they would be able to purchase their first home before their first child was born.

We helped the couple by offering providers to review their finances and budget and assist them with everything financially needed to purchase their first home. This also included recommending estate agents for the actual purchasing process, and educational information on what to expect when purchasing your first home.

Accessing Zurich Support Services

Zurich Support Services is an independent service provided by our partner, Workplace Options

Call us on: **0800 542 5519**
(available 24 hours a day, 365 days a year)

Making it personal...

Clear...

Effortless...

and Collaborative.

Our service is underpinned by our Claims Commitment.
That's our promise to you.

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