

PENSIONS
INVESTMENTS
LIFE INSURANCE



Irish Life

LIFECARE

SUPPORT FOR WHEN YOU NEED IT MOST



MEDCARE • NURSECARE • CLAIMSCARE

WHEN IT COMES TO PROTECTING YOU AND YOUR FAMILY NOTHING BUT THE BEST WILL DO.

If you've recently taken out a protection policy with Irish Life you've made one of the most important decisions you can make - to protect you and your loved ones.

Being financially protected gives you peace of mind knowing that you and your family will have a financial safety net should something unfortunate happen. But we know there are times when you need other types of support to help you take care of your life and wellbeing, such as a sympathetic ear, expert advice and reassurance.

With that in mind, we have provided you with access to a range of expert services called **LifeCare**, at no additional cost, for you and your family to avail of. The **LifeCare** range of services are made up of three separate services that provide support for your different needs.



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 Mortgage Life Insurance, Term 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. Your access to these third party services is subject to their terms and conditions. Irish Life accepts no responsibility for these services. Irish Life may change the service providers or withdraw access to these services in the future.

Here we'll explain the individual services available under the **LifeCare** range.

MEDCARE

MedCare is a Medical Second Opinion service provided by MediGuide.

In the unfortunate event that you or a loved one are diagnosed with a medical condition there is sure to be plenty of things on your mind. You will undoubtedly want to know as much as possible about your diagnosis and you may want to seek more medical advice on the right treatment plan for you. That's where **MedCare** comes in.

Provided by Mediguide, this Medical Second Opinion service gives you access to the world's leading medical centres and allows you to have your diagnosis and treatment plan independently assessed by a team of international medical experts.

SERVICE AT A GLANCE:

- the Medical Second Opinion service is available 24 hours a day, 365 days a year.
- it can be used by or for:
 - You
 - Your spouse/partner
 - Your children
 - Your parents
 - Your spouse's/partner's parents
- Medical Second Opinions are typically provided in writing within 10 business days once original records are received.



HOW DO I GET A MEDICAL SECOND OPINION?

Call the Medical Second Opinion service today at **1800 94 83 50**.

Please have your/your family member's Irish Life plan number available when you call.

For full details

- talk to your Financial Broker

NurseCare is a helpline service provided by Intana Assist which gives you 24/7 access to experienced nursing professionals as well as a dedicated Women's Health Centre.

NURSEASSIST 24/7

NurseAssist 24/7 is the general helpline for medical queries. Think of it like having a professional nurse with you at all times, there to answer any questions you may have, even if it's 2am!

SERVICE AT A GLANCE:

- a confidential helpline service, provided by Intana Assist.
- available 24 hours a day, 365 days a year.
- a team of experienced and professionally-trained nurses.
- can provide information on treating or assessing minor ailments or accidents.
- can provide information to help you with practical matters following a bereavement including how to obtain a grant of probate and how to execute a will.

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

My child has a high temperature. *What should I do?*

HOW CAN I SPEAK TO A NURSE?

Call NurseAssist 24/7 today at **1850 22 88 33**.

Please have your/your family member's Irish Life plan number available when you call.

For full details

- talk to your Financial Broker

WOMEN'S HEALTH CENTRE

The Women's Health Centre is also a helpline service specialising in queries relating to women's health issues including fertility, pregnancy and female specific illnesses.

SERVICE AT A GLANCE:

- a confidential helpline service, provided by Intana Assist.
- a team of experienced and professionally-trained nurses and midwives.
- advice on any female specific health issues including:
 - fertility and menstruation;
 - pregnancy concerns;
 - osteoporosis and menopause.

Is there a treatment for *premenstrual syndrome*?

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

HOW CAN I SPEAK TO A WOMEN'S HEALTH CENTRE NURSE?

Call the Women's Health Centre on **1850 22 88 33**.

Please have your/your family member's Irish Life plan number available when you call.

How can I get checked out for *breast cancer*?

For full details

- talk to your Financial Broker

ClaimsCare is a service which supports you and your family if you need to make a claim. A dedicated Irish Life claims assessor will assist you throughout the entire claim process and you can also avail of counselling sessions provided by the Clanwilliam Institute.

Whether it's for a bereavement or a serious illness, making a claim can be an emotional and often traumatic time for you and your family. ClaimsCare ensures you receive compassionate support and expertise throughout the claim process.

SERVICE AT A GLANCE:

- a personal claims expert to look after your claim.
- a quick and efficient process.
- bereavement and personal counselling services with the Clanwilliam Institute who:
 - help people through difficult times, including stress, major illness and bereavement;
 - are an independent, Irish company and registered charity, providing counselling and psychotherapy services; and
 - have locations around the country in Dublin, Portlaoise, Nenagh, Galway, Sligo and Cork.



You have access to three counselling sessions, at no extra cost, if you need to make a specified illness cover or life cover claim.

HOW DO I MAKE A CLAIM?

You can call us on **01 704 1010** with your plan details.

Please have your/your family member's Irish Life plan number available when you call.

HOW DO I AVAIL OF THE COUNSELLING SESSIONS?

You can contact the Clanwilliam Institute directly at **01 676 1363**.

For full details

on the services offered by the Clanwilliam Institute, please

- talk to your Financial Broker

ABOUT IRISH LIFE



EXPERIENCE AND EXPERTISE

Established in Ireland in 1939, we are Ireland's leading life and pensions company, taking care of more than 1 million customers.



CUSTOMERS AND THEIR FAMILIES ARE AT THE HEART OF WHAT WE DO

At Irish Life, we've been taking care of families in Ireland for generations. With nearly 80 years' experience protecting people, we have learned a thing or two about what's important to our customers and we create our products and services with you in mind.



HIGH QUALITY CLAIMS SERVICE

We ensure you have a dedicated claims expert to look after your claim from the moment you get in touch. In 2017 we paid 98% of life cover claims and 90% of Specified Illness Cover claims.



WE'RE BIG ON CUSTOMER SATISFACTION

We're constantly measuring how satisfied our customers are with our products and services and finding innovative ways to ensure our customers have the best experience possible.



COMMITTED TO DELIVERING QUALITY PRODUCTS AND SERVICES

We are committed to delivering innovative products backed by the highest standards of customer service. We have access to experience and expertise on a global scale, allowing us to continuously enhance our leading range of products and services.

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