

PROTECTION

SCOTTISH WIDOWS CARE

FIND OUT HOW OUR CARE SUPPORT SERVICES
CAN HELP CHANGE THE WAY YOU TALK TO CLIENTS
ABOUT PROTECTION



For UK Financial Adviser use only.





HANDLED WITH CARE

At Scottish Widows we know that the impact of a serious illness is more than just financial – it's about the emotional wellbeing of your clients and their families. That's why our Care support service comes with all Scottish Widows Protect policies at no extra cost.

We partner with RedArc to provide a support service that gives your clients and their immediate family practical advice and emotional support to get them through difficult times – whether that's a critical illness, a serious physical health condition, mental health or bereavement.

The service is available from the day your client's protection plan starts. They don't even need to be making a critical illness or life insurance claim to access it. And, it can also be used for pre-existing conditions.

It includes practical advice and emotional support from a Personal Nurse Adviser, access to a second medical opinion, help at home, therapies and more.





KEY BENEFITS OF SCOTTISH WIDOWS CARE

Scottish Widows Care offers you a new way to start your protection conversations, demonstrating the value of protection beyond a financial pay-out.

1

AVAILABLE FROM DAY ONE

Scottish Widows Care, in partnership with RedArc, is available to your clients and their immediate family from the day their protection plan starts.

2

EXTENDS TO THE CLIENT'S IMMEDIATE FAMILY

Your client's immediate family can use Scottish Widows Care. RedArc can support families through serious physical health conditions, mental health or bereavement.

3

DEDICATED PERSONAL NURSE ADVISER

Clients or immediate family members who use Care will be assigned their own dedicated RedArc Personal Nurse Adviser – a highly experienced, qualified nurse who can provide emotional and practical support for as often and as long as required.

Support includes, but is not limited to:

- Emotional support and practical advice following a critical illness diagnosis
- Explaining medical terminology
- Access to resources such as self-help books, groups and factsheets
- Additional services such as face-to-face therapies, help at home or medical equipment.

4

VALUABLE SECOND MEDICAL OPINION

For those who need it, the Personal Nurse Adviser can arrange a second medical opinion through Healix Health Services. Healix Health Services employ 90 fully qualified doctors and nurses and have a database of over 22,000 UK-based consultant specialists.

5

COVERS PRE-EXISTING MEDICAL CONDITIONS

Clients who already have a medical diagnosis before the beginning of their policy can still receive all the benefits of Scottish Widows Care, from the day their policy begins.

6

NO NEED TO MAKE A CLAIM

Your clients don't even need to be making a critical illness or life insurance claim to access Scottish Widows Care.



HOW DOES IT WORK?

As soon as your clients need us, we're just a phone call away. A dedicated Personal Nurse Adviser will offer support tailored to the specific circumstances that your client or their immediate family member finds themselves in. This can include anything from explaining medical terminology and arranging access to second medical opinions and specialist therapies to simply checking in just to ask how your client is coping.



Your client can get in touch whenever they need us – they don't even have to make a critical illness or life claim.



We'll put them in touch with a RedArc Personal Nurse Adviser.

The Personal Nurse Adviser will call your client to get to know them and understand their concerns.



The Personal Nurse Adviser will offer support over the telephone, tailored to your client's needs.



Your client will always speak to the same Personal Nurse Adviser, who will keep in touch as often as your client needs, for as long as they need.





A CUSTOMER CASE STUDY

A critical illness diagnosis can alter a person's life in any number of ways. That's why a Personal Nurse Adviser like Pat York is trained to listen, support and advise both medically and emotionally. Pat's story demonstrates the expertise and guidance RedArc nurses provide every day, as well as the longevity and holistic nature of the care they give.

READ THE FULL CASE STUDY AND FIND OUT HOW PAT GUIDED HER PATIENT FROM DIAGNOSIS THROUGH TO RECOVERY AND BEYOND.

[Read now >](#)



“ The support I provided was very intensive and saw her all the way through to her reconstructive surgery. ”

“ She's doing a bit better now, but still needs my support – which she knows is always available to her. ”

Pat York, Personal Nurse Adviser



HANDLED WITH CARE: ADDITIONAL RESOURCES

For more help and support on handling protection conversations with care, take a look at our dedicated webpage and content, including:



ADVISER CASE STUDY

Kathryn Knowles is an adviser and Managing Director of Cura Financial Services. She managed to grow her protection business by 16.5% in just 18 months, by bringing a human approach to protection conversations. Discover tips that could help you grow your business and bring a positive angle to your protection conversations.

[Find out more >](#)

MARKET OUTLOOK

Keep up-to-date with our articles and blogs by Scottish Widows protection experts.

[Read more >](#)

CLIENT GUIDE

Our customer-facing overview of Scottish Widows Care serves as a helpful leave-behind for your clients. Use it to share the tangible benefits of our support service whenever you talk about our protection policies. Download or request a copy of our client guide.

[Download now >](#)

Find out more at
scottishwidowsprotect.co.uk/care



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