



Bereavement Counselling and Probate Helpline Service

Bereavement Counselling offers unlimited access to a 24/7 helpline, and up to six face-to-face or structured telephone sessions with a qualified counsellor.

The Bereavement Counselling and Probate Helpline Service - provided in partnership with Telus Health - is offered to you, your immediate family and work colleagues at an emotionally challenging time. Experienced counsellors are on hand to provide support for as long as they are required. The Probate Helpline can assist members who have been appointed to administer a deceased persons estate.

What does the service include?



Key Benefits

- ✓ Unlimited 24/7 access to a bereavement helpline, staffed by fully qualified counsellors
- ✓ Personalised counselling, including cognitive behavioural therapy where appropriate¹.
- ✓ Practical advice and details of self-help groups and charities where appropriate
- ✓ Confidential advice accredited by the British Association for Counselling and Psychotherapy (BACP)
- ✓ Find helpful articles, podcasts and support on grief and loss
- ✓ Immediate family members can also access this support service.

Your Confidentiality is important to us

The Bereavement Counselling and Probate Helpline Service is confidential². No information that could lead to your identification will be released to any external party, including your employer, unless you provide your explicit permission² for us to do so.

Exceptions to this are where life or safety is threatened, or where there is a serious risk or breach of law or your organisation's rules.

Who can access these services?

All members of Generali Group Life Assurance (GLA) schemes have access to the Bereavement Counselling and Probate Helpline Service. Support is available for the GLA scheme member's immediate family in the event of the member's death, and to the member themselves should they suffer bereavement, or in the event they are appointed to administer a deceased person's estate.

In need of support?

Contact the Bereavement Counselling and Probate Helpline Service today for advice support or information:

0800 980 6559³

or if calling from abroad please dial +44 (0)141 846 1686

When contacting the service you will be asked "which company do you work for."

1. A series of counselling sessions (up to 6) will only be offered where short-term assistance is appropriate. This service is not suitable where longer-term support is more appropriate.

2. Personal records may be shared if legally required to do so.

3. Calls to 0800 numbers are free from a UK landline. Mobile and international call costs may vary.