

Shining a light on our claims team

There when they needed us



**Neil,
Senior Claims
Assessor**

About Neil's role

What does your role involve?

I've been working at Legal & General for over 16 years. My job is to manage the end-to-end journey of our customer claims. We take the time to talk to customers about what's involved in the claims process and how we'll assess it. We also let them know about the additional support we can give. That's the most important part of the role for me. Every day I get a diverse mix of claims and an opportunity to learn. It allows me to help lots of people in a variety of situations.

What's the hardest thing about your role?

Realising that nobody is immune to illness, like when you speak to a 25-year-old who's been given months to live, or the parent of a child with cancer. The majority of people we deal with have little or no risk factors, but it doesn't prevent them from getting ill.

What's the most rewarding part of your role?

We've recently introduced Project Smile, where we arrange gifts for children after their claim has been settled. We ask parents about their child's favourite characters or sports, for example. I might have just paid the parents the claims proceeds, but the best, most heartfelt response is this little touch. It's very well received.

Project Smile

Project Smile supports children going through a difficult diagnosis and aims to help make a difference to the whole family. Our claims assessors speak to the child's parents or guardians to find out what sort of gift they'd love, from a voucher to their choice of toy. This is then gift wrapped with a personal message from the claims handler and sent to the family's home address.

“To call a customer and let them know their claim has been accepted is a huge moment for them and for us.”

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How Neil handled Jack's claim

Tell us about Jack's diagnosis

Jack's wife called us to let us know he'd just been diagnosed with a benign brain tumour. Jack, who is 31, had been suffering with headaches for a few months. He'd also just had Covid, so he thought it was related. But his headaches persisted, and it was affecting his ability to work. He saw his GP who referred him to an optician and onwards to the hospital where he was diagnosed with meningioma (benign brain tumour). That was in the March. In April he had the tumour surgically removed.

What was his claims process like?

After speaking with Jack's wife and confirming it was a diagnosis we cover, we sent our claims pack out and encouraged Jack to send us any medical letters or reports. Jack included letters that helped us understand more about his diagnosis and the surgery he had.

We had everything we needed to be able to make a simple request to Jack's treating consultant to verify the documents. Two days later, the consultant confirmed everything, and we could accept the claim.

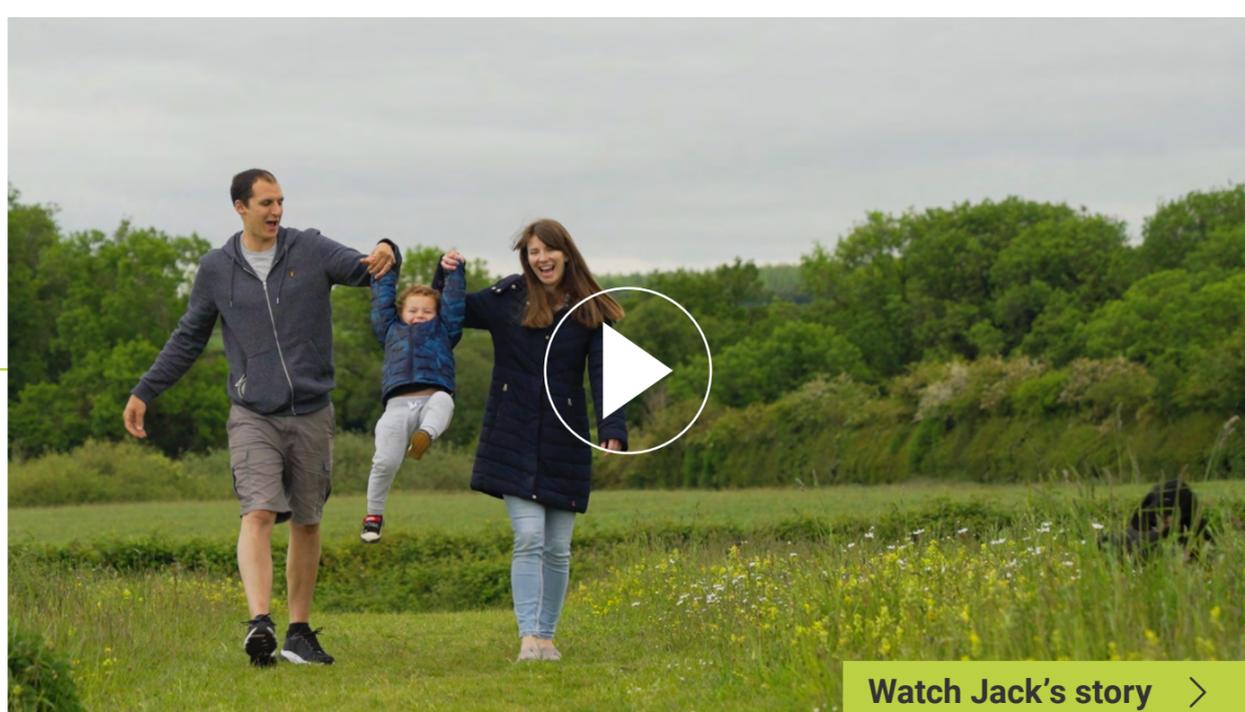
Jack's claim took two months. Things moved quickly because Jack provided us with information that meant we didn't have to ask the consultant for a full report, which can be time consuming for the NHS.

How did you feel when you let Jack know his claim was successful?

I called Jack to let him know the claim had been accepted and he was very grateful.

Jack praised us for the ease of the claim and keeping him informed. It's a huge moment for us and for them. It can often bring its own emotion as they're going through a difficult time, and this is welcome good news.

There's a lot of satisfaction knowing you've helped a customer and taken the pressure of them financially. To be able to conclude a claim and call them to confirm this can often be the best part of our job.



[Watch Jack's story](#) >