



# Introducing the Be Well Helpline



# An invitation to our Be Well Helpline

We're excited to launch our Be Well Helpline for our Group Income Protection customers to assist HR and Line Managers with managing employees and providing support to prevent absence.

Many companies don't know where to turn for advice when an employee is struggling. Our helpline will provide early intervention advice and support to assist in proactively managing the condition.

As well as helping HR and Line Managers feel supported, early access to appropriate advice can help to keep a valued employee in work, continuing to contribute to the success of your organisation, reduce or prevent short term absences and support the overall wellbeing of your employee and your organisation. Reducing absences and ultimately claims will also help to reduce your insurance premiums.

As a valued customer, we're delighted to launch this latest resource with you.

## How can I access the service?

You will be able to access the helpline either via phone or email.

The service is available 9-5 Monday to Friday and you will also have the option to leave a voicemail.

- Phone – 0370 333 0011
- Email – [BeWellHelpline@landg.com](mailto:BeWellHelpline@landg.com)

We may record and monitor calls for training purposes.

## Who will answer my query?

Our in-house team of vocational clinical specialists – with backgrounds ranging from clinical nursing, occupational health, physiotherapy and occupational therapy.

# What can I call the Be Well Helpline for?

You can call the helpline to explore how to support your employee so they can remain in work and for any guidance where an employee is:

- showing signs of stress
- struggling to carry out their full range of duties

The key areas we can assist with are recommendations or suggestions for workplace adjustments, mental health and wellbeing support, cancer support and advice on Covid-19.

If you need to discuss an employee with an active claim, please speak to your claims contact directly or call 0345 026 0094 option 3.

## What about data protection?

We won't ask for the employee's personal details, we'll simply offer practical advice. We will ask for your company name along with your name and contact details.

When using our helpline service (phone line or email), we ask that you do not disclose any personally identifiable information about your employees, eg name, unless the employee in question has recently signed a consent form.

If you have any questions, please speak to your usual Claims Relationship Manager or Account Manager.

Alternatively, you can contact our team who will be happy to help.

0345 026 0094 option 3.

Monday to Friday 9am to 5pm. We may record and monitor calls.

Call charges will vary.