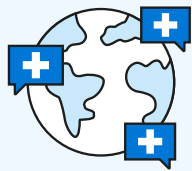


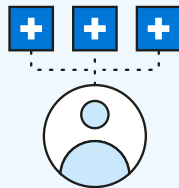
Your guide to additional healthcare support

Being diagnosed with a health condition or injury can be stressful and unsettling. That's why your employer has chosen us to provide your protection insurance.

Our Group income protection and Critical illness cover products are designed to help provide you with financial protection. They are also designed to give you and your immediate family* access to additional healthcare services while you are covered. And you don't need to make a claim on your employer's insurance to use them. These services are provided by our partner, Medigo, at no additional cost. Click the icons below to read about each service:



Second Medical Opinion



Medical Concierge



Nurse Support Service



*Immediate family includes your partner, spouse or registered civil partner plus any natural, adopted or stepchildren you have. Children are covered from birth to age 21 and must be unmarried and financially dependent upon you.

Contact Medigo

Telephone: 020 3871 8760

Online: Register and access through medigo.com/l-and-g-support-services



In partnership with



Second Medical Opinion

For peace of mind

This service gives you access to a global network of medical specialists who can give you a second opinion on diagnoses and treatments for almost any condition. This service aims to give you a better understanding of your condition, help you to make a more informed decision about your treatment and give you peace of mind about the care you'll receive.

How it works:

- Medigo will need your consent to obtain your medical records.
- A case manager will talk to you about what you want to achieve and any key questions you may have.
- Medigo will then find three leading specialists to review your case.
- You'll receive a written report with a second medical opinion from your chosen specialist on your diagnosis and proposed treatment.

You can use this service at any time, up to a maximum of two second medical opinions per household, per calendar year.

Please note the Second Medical Opinion service isn't available for existing chronic conditions, mental health problems or cases where your GP can provide treatment. No additional tests or screenings are undertaken as part of the service.



Contact Medigo

Telephone: 020 3871 8760 Telephone calls may be recorded and monitored.

Online: Request support through [medigo.com/l-and-g-support-services](https://www.medigo.com/l-and-g-support-services)



Medical Concierge

Find the right private treatment

This service helps you find private treatment in the UK or overseas.

How it works:

- A case manager will discuss your treatment options and budget with you, and whether you want treatment in the UK or overseas.
- They'll source up to three treatment quotes for you.
- They'll arrange treatment with your chosen provider and provide telephone support throughout your treatment.
- They'll also support with arrangements such as flights, ground transport, accommodation and interpreter services if needed.

This means you can focus on your health while your case manager does all the liaison and co-ordination on your behalf.

Exclusions may apply for certain high-risk and cosmetic procedures. And as you'll be responsible for the costs of any recommended treatment and travel, the case manager will always check the arrangements are within your budget.



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Nurse Support Service

Practical and emotional wellbeing support

The Nurse Support Service is designed to provide confidential, emotional and practical support when you're going through treatment. This telephone-based service is available if you're referred to a clinical specialist by your GP. The nursing team is fully qualified and registered with the Nursing and Midwifery Council (NMC).

How it works

No question is too big or small, for example:

- your nurse can talk to you about your diagnosis
- they can help you prepare questions for your consultant appointments
- they can de-brief you after your consultation
- they'll help you understand your test results
- your nurse can give guidance on general health and wellbeing to support you while you're having treatment
- they can provide support if you're struggling to get a GP appointment.

Please note the Nurse Support Service isn't available for existing chronic conditions, mental health problems, cosmetic procedures or cases where your GP can provide treatment.

Legal & General Assurance Society BH3588 07/23



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