



# Zurich Support Services

## We're here for you when you need us

If you're struggling or having difficulties since experiencing a loss, such as fire, flood or a motor incident, our free of charge counselling service, could help you to make sense of what you're feeling. Thoughts and feelings can be complex, and you do not need to try to process this alone.

### What are the benefits of the counselling service?

#### Confidential

Customers are always treated with the utmost sensitivity and confidentiality. Speaking to friends and family about how we are feeling can often be helpful, but sometimes you may require some extra support from a qualified counsellor.

#### Free of charge

Our service includes, up to five sessions of professional counselling, completely free of charge – for customers struggling with their wellbeing as the result of a claim. The service also extends to your immediate family members over the age of 18.

#### Professionally trained counsellors

Many people find counselling an effective way to focus on the problems we're facing, in a non-judgemental way. This service is provided by our partner, Workplace Options, so you'll always speak to someone who is highly-skilled and has the relevant qualifications.

### How could they help me?

Counsellors will let you talk through your feelings and experiences without judging you. The service is available face-to-face, by phone and through video.

- You can call the phone number for free, to arrange an assessment with a qualified counsellor


- A suitable counsellor will be appointed within two working days of initial assessment
- Your first session will take place, within five working days of your initial contact with a counsellor
- Referrals are available for longer-term support, if needed beyond the five sessions.




Call for free on: **0800 542 5519**

If you have any urgent mental health needs, you can find the contact details for your local NHS urgent mental health helpline, by visiting [www.nhs.uk/mental-health](http://www.nhs.uk/mental-health).


Making it Personal




Clear




Effortless



and Collaborative.



That's our promise to you, our Claims Commitment.



**ZURICH**

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