



Make Smart Health Choices

As an AIG customer, you have unlimited access to six Smart Health services. From on-demand consultations with UK based GPs, to nutrition consultations, Smart Health is there for you whenever you need it.

It's available **24 hours a day, 365 days a year** at **no additional cost**. Your partner and your children up to the age of 21 can access Smart Health too.



24/7 online GP

Managing your health whilst juggling your normal working day can be tricky. That's why Smart Health provides you with unlimited access to a GP, 24/7.

You can easily book a slot on the app and get a 30 minute consultation at a time that works for you – wherever you are in the world. Either on the phone or via video chat, the team are there to answer your questions and prescribe treatments and prescriptions.



Second medical opinion

A second medical opinion is available if you'd like to get a second opinion on your diagnosis and treatment.

Smart Health connects you with leading medical experts that are there to provide you with more information about the condition and offer an alternative diagnosis or treatment option where appropriate.



Wellbeing services

As part of looking after your health, we're here to help you manage your physical wellbeing too. Smart Health also gives you access to:

- ✓ Fitness programme
- ✓ Nutrition consultations
- ✓ Online health check



Mental health support

Whether you need help coping with stress, anxiety, depression or you're just not feeling yourself, Smart Health can help. You can benefit from up to four therapy sessions with a psychologist who'll work with you to recommend the right coping strategies for you and your needs.

Download the app today

Access to a 24/7 GP on the go.



To find out more about Smart Health, visit aiglife-smarthealth.com or call **020 3499 0167**.



Specialist support for grieving children

We believe in providing expert support when it matters most, and sometimes it's about more than just the financial protection. The fact remains that somewhere in the UK a child loses a parent every 22¹ minutes. That's at least one in every classroom. It's the toughest loss a child will ever have to face.

That's why we've partnered with Winston's Wish, one of the UK's leading child bereavement charities. They help support children, young people and families following the death of a parent or sibling. With a wide number of bereavement programmes, they're there to listen, acting when needed, and knowing what to say when it's time to talk.

We know they'll ensure that each child will receive the specialist support they need to help them face their future with confidence.



Kyle's Case Study

Following the sudden death of Kyle's dad in 2019, he experienced a really challenging time. But Winston's Wish helped to overcome some of his anxiety and pave the way for a more optimistic future.

Kyle came to Winston's Wish along with his two siblings (aged eight and two) after losing their dad to pneumonia. The pair were extremely close, with all three children having lived with him since a young age following family break up and exposure to his mum's mental health issues.

Despite the referral being for the whole family, his step mum was most concerned about Kyle. At age 17, he was preparing to move to university when his world was turned upside down, seeing him experience anxiety and withdrawal from things he loved doing before.

Winston's Wish stepped in with telephone counselling – a friendly voice at the other end of the phone to chat

about his worries. They worked with him to develop coping strategies and using mindfulness, as well as building up his support network. One of the main things Kyle shared over the sessions was his feeling of guilt – that he hadn't picked up the phone when his step mum rang to say his dad was in hospital. Talking through his problem allowed him to see that nothing he did could have changed the outcome.

Through the charity's time working with Kyle, his grandfather also unexpectedly passed away – this was another significant loss as his grandfather was one of the most important connections that Kyle still had to his dad. All at the time he was about to receive his A-level results and move on to higher education. After all of this, he received two As and a B, securing his dream university place. Winston's Wish was able to help Kyle's transition to his next step in life and join up their work with the sessions on offer from Student Support Services at the university. Kyle had previously shared that moving to University was something he felt wouldn't be possible as he was concerned about leaving his younger siblings behind. Winston's Wish helped him to explore these feelings and gave him the reassurance he needed to make this important transition to adult life with confidence and hope.

Getting in touch

If you need support for a grieving child, you can call the Winston's Wish helpline on **0333 003 0416**. You'll also receive emotional and practical support designed to help you guide your child through their grief.

WINSTON'S WISH 

Smart Health is provided to AIG customers by Teladoc Health. We want to let you know that these services are non-contractual, which means they don't form part of your insurance contract with us. If our partnership with Teladoc Health ends, the service can be withdrawn at any time without notice.

This Winston's Wish case study is real. Personal details have been modified to respect the customer's privacy and photographs are for illustrative purposes only. It is prohibited to copy, use or publish the content or parts of the content of this case study without the express permission of Winston's Wish. Winston's Wish is a national charity that is accessible to anyone regardless of your insurance policy. The service is available even if your policy ends.

¹ Winston's Wish, www.winstonswish.org/about-us/facts-and-figures/

AIG Life Limited. Telephone 0345 600 6820. Registered in England and Wales. Number 6367921. Registered address: The AIG Building, 58 Fenchurch Street, London EC3M 4AB. AIG Life Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The registration number is 473752.

EDCO 1681-0421

aiglife.co.uk