

Bereavement counselling and probate **helpline guide**

Emotional and practical support from AIG – available to all Group Life clients and their employees

Bereavement counselling

What's provided?

- **Free to use** and available to all employees and their immediate family
- **Unlimited access** to 24/7 bereavement helpline
- Up to four **face-to-face** or telephone sessions with a qualified counsellor – all completely confidential
- Access to **useful articles** and support guides to help deal with grief and loss

How can it help?

- Support strategies to manage anxiety or other mental health issues
- Referral to bereavement support groups
- A dedicated listening service to help cope with grief after an unexpected or accidental death
- Referred to a therapy resource for continued support
- Support in understanding and coping with the loss of a loved one

Probate helpline

What's provided?

- **Free to use** and available to all employees and their immediate family
- **Unlimited access** to telephone helpline, providing information and support with the probate process
- **Guidance** on legal issues resulting from a recent bereavement
- Access to **useful articles** and support guides to help explain the probate process
- **Completely confidential** service available from Monday to Friday, 09:00am to 05:30pm

How can it help?

- Explaining the process for obtaining probate after a death
- Providing guidance to help deal with legal, financial and tax issues following a death
- Helping the employee or family navigate the administrative issues resulting from a death

 **0800 069 8856**

When calling, you'll be asked for your employer's name – they won't be told about your usage of the service. If dialling from outside of the UK, the number to call is: +44 141 846 0217

