

SmartHealth

Discover how our Smart Health Mental Health service helped Louise.

"I booked my mental health sessions through Smart Health. It was really professional, smooth and easy to use. I got a phone call more or less straightway to discuss what I needed and to organise the appointments. I was then sent a briefing note by email on what to expect, which was really great.

The communication was brilliant and I couldn't believe the quality of service I was getting from my counsellor, especially as I wasn't paying for it. The communication from the customer service team was brilliant. They were nice, friendly and really warm, especially given the nature of what this is all about – anxiety and mental health.

My counsellor phoned me on time – he didn't cancel and kept the session to the hour, which was great. This is very important for people with anxiety issues – timing, control and no uncertainty, so I really appreciated it.

My counsellor was absolutely brilliant - funny, understanding, friendly and gave me some extremely useful advice and support. He followed it up with further leaflets and information that he emailed to me and that I could read through afterwards, which were really helpful. It was an absolutely amazing experience, I got more from the four sessions with my Smart Health counsellor than I did in four years of weekly therapy.

Initially I was dubious, I wasn't going to bother but this was fantastic. **I looked Michael, my counsellor, up on the internet and I thought – blimey, he's £100 an hour.**

The service was really efficient, good quality, professional, friendly and seamless – just brilliant. I would recommend it to anybody. I've encouraged all my colleagues to use the service. It was well worth it – exceptional.



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Louise, Smart Health customer
AIG Protection Policy Holder

aiglife-smarthealth.com

Smart Health real-life case study – October 2021. The name has been changed to protect the identity of the customer. This image shown is for illustration purposes only.

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EDCO 3760-1021

