



Jill's story

Helping Hand gave Jill the support she needed to feel like herself again.

Being diagnosed with a serious illness is traumatic. Many people find they need support and advice to help them get through it – but they might not know where to turn to for help.

As a mother of three, Jill had a busy life at home. When she was told she had breast cancer, she faced a lot of stress and anxiety over what it meant for her and her family.

To treat her disease, Jill had to go through surgery, chemotherapy and radiotherapy. Not to mention all the side effects.

Thankfully Jill had Critical Illness Cover with Royal London. This meant she didn't need to worry about money while she was getting better.

She also had access to our Helping Hand support service. So after making her claim, Jill got a call from her dedicated nurse, Linda.

Linda kept in touch with Jill to regularly offer support. They talked on the phone and by email and text, whatever suited Jill best.

Linda was able to answer Jill's questions about her treatment, and arranged for her to have reflexology and hypnotherapy to help her cope with the side effects of her treatment. Linda also put her in touch with a specialist hairdresser who helped style her hair when it started to grow back after chemotherapy.

And Linda wasn't just there to support Jill, she also took the time to ask after her husband and the girls to find out how they were coping with everything.

Linda and Jill stayed in touch for over a year. Jill told us it was good to have someone outside her family she could talk to about her illness and that the support and advice Linda gave her was a godsend.

**Jill told us:
“Helping Hand was like a hug down the phone. Linda was like a friend – someone I could confide in.”**

For Jill, Helping Hand meant:

- Support for the family.
- Practical help to feel better.
- Someone to talk to.

During difficult times in your life – like when you're seriously ill – you might not know where to go to get the support you need. And dealing with the unknown can be daunting.

That's why our Helping Hand service gives you a dedicated nurse who'll provide tailored and personal support whenever you need it – for as long as you need it.

Whether you need someone to talk to or access to specialist services, you'll always speak to the same person. They'll provide you with a personal support plan to make sure the help they give you complements any NHS services you're already getting.

Helping Hand is there for you, whichever stage in life you're at, and as a plan owner it doesn't cost anything extra to use.

i To find out more, ask your financial adviser or visit royallondon.com/helpinghand

Helping Hand is a package of support services and each service is provided by third parties that aren't regulated by the Financial Conduct Authority or the Prudential Regulation Authority. These services aren't part of our terms and conditions and don't form part of your insurance contract with us, so can be amended or withdrawn at any time. This means that you or your family's access to these services could be amended or withdrawn by us in the future.

We're happy to provide your documents in a different format, such as Braille, large print or audio, just ask us when you get in touch.

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