



Matt's story

A real-life story of a family who used
our Helping Hand service

The family

In early 2021, Matt and his wife took out Joint Life and Critical Illness (CI) cover to protect themselves and their son.

Later that year, their little boy was diagnosed with autism.

Their claim:

Through their Joint Life and CI policies, the family turned to Helping Hand for support from a RedArc nurse. This included face-to-face counselling with a counsellor specialising in autism and specific support for their son to ease the transition from pre-school to primary school. The counselling involved home and school visits to help with the transition. Having received the support of their RedArc nurse for the past 18 months, the family continues to benefit from it.

Sarah, the family's RedArc nurse, found supporting this family a rewarding experience. She had the privilege of helping Matt navigate the complexities of his son's new diagnosis. She was able to refer them to a specialist who provided invaluable home and school visits, along with giving him practical advice on sleep and relaxation, alleviating some of the challenges they faced. Sarah understood how overwhelming it can be for parents and caregivers to advocate for their child while trying to navigate the NHS and access the right services.

The benefits of a Royal London plan

Matt's family's story reflects how unpredictable life can be, and that Royal London is here to help and support the entire family.

Our Helping Hand support service is available to plan owners, their partners, and children if, at any time during the term of their plan, they suffer a serious physical or mental illness, injury or bereavement. For more information on how we can support you, please speak to your financial adviser.

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aren't part of our terms and conditions and don't form part of your insurance contract with us, so can be amended or withdrawn at any time. This means that your access to these services could be amended or withdrawn by us in the future.



royallondon.com

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.

The Royal London Mutual Insurance Society Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The firm is on the Financial Services Register, registration number 117672. It provides life assurance and pensions. Registered in England and Wales, company number 99064. Registered office: 80 Fenchurch Street, London, EC3M 4BY. Royal London Marketing Limited is authorised and regulated by the Financial Conduct Authority and introduces Royal London's customers to other insurance companies. The firm is on the Financial Services Register, registration number 302391. Registered in England and Wales company number 4414137. Registered office: 80 Fenchurch Street, London, EC3M 4BY.

“ *The Helping Hand support really made a difference to me, my son and the rest of my family. The communication and support was unwavering and really had an effect on the issues we had at those times.* **”**