

## **FAMILY SUPPORT SERVICES**

Family Support Services offers clients of the Education, Investment and Retirement Plans the following support from independent service providers all day, everyday:

### **Health Support**

Health Support offers telephone assistance, including general health information; counselling on serious chronic/acute diseases; stress management; advice and assistance in cases of poisoning; addiction counselling.

### **Trauma, assault and HIV treatment**

This includes assistance, counselling and medical treatment following assault (including rape) and other trauma; preventative treatment and counselling in event of accidental exposure to HIV/AIDS.

### **Emergency medical response**

Service includes emergency medical advice provided by telephone; arrangements for emergency medical attention; transfer to hospital; transfer of life-saving medication or blood; medical consultations; repatriation of hospitalised person; care of minors stranded because of a medical emergency.

### **Legal Support**

Support is provided through telephonic assistance on a wide range of legal issues; one face-to-face consultation per legal issue; standard legal documentation service; wills; estate planning; labour law and industrial relations services; tax information helpline (during office hours).

**Family Support Services** - We have arranged the independent provision of Family Support Services. Access to these services is in addition to your insurance policy benefits. Changes may be made to the Family Support Services in future, if necessary. Terms and conditions apply. For a copy of these, please call **0860 00 19 19**.

## **What documentation must be submitted before the claim is paid?**

- The principal member's ID.
- The claimant's ID - if the claimant is different to the principal member.
- The deceased's ID - an original certified copy.
- A death certificate - an original certified copy.
- For accidental deaths - a police declaration.
- Form BI-1663 or BI-1680.
- The claim form.

## **How are the premiums paid?**

Premiums are paid in bulk by the Burial Society. Payments can be made via debit order or cash deposits into Old Mutual's bank account.

## **When will premiums be increased?**

The amount paid by a Burial Society will be reviewed every year and could (in extreme circumstances) even change more often. Old Mutual makes every effort to keep the premium as low as possible.

## **Is there an age restriction for the Burial Society Support Plan?**

- New principal members and their spouses must be under 65 years of age and adult dependents must be under 85 years when cover is taken out for the first time.