

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**.