



MARILYN'S STORY

# THE VALUE OF PERSONAL CANCER SUPPORT

**Life was going well for Marilyn.**

She'd just accepted a new job offer and was busy planning her wedding. Then, following a routine mammogram, Marilyn was diagnosed with breast cancer.

Thankfully, Marilyn had critical illness cover with Guardian. We made sure she didn't face cancer alone.

# CLAIMS SUPPORT LIKE NO OTHER

Like all Guardian policyholders, Marilyn's critical illness policy gave her access to our claims support service HALO.

It's a specialist service that provides additional support to claimants above and beyond settling the financial payout.

As part of HALO, our claims team referred Marilyn to medical support specialists RedArc, who introduced her to Julie, a highly experienced cancer nurse.

## THE CONCERNS

Julie carried out a clinical assessment and took time to understand Marilyn's needs and concerns:

- Having undergone immediate surgery, she was naturally anxious about the chemotherapy and radiotherapy she was now facing.
- She had just started a new job and was worried about how taking time off so soon after starting would be perceived.
- And she was looking forward to getting married and was understandably worried about losing her hair.

## ABOUT REDARC

To make sure Guardian customers get the best support at point of claim, our claims service HALO, partners with specialist medical and legal support providers, one of which is RedArc.

RedArc provides specialist nurses who give claimants and their families practical advice and emotional support to help them cope with the impact of illness, disability, trauma, and bereavement.

The service also provides face-to-face second medical opinions and access to alternative therapies and counselling.





Marilyn and her partner  
Andrea on their wedding day.

“ Julie has been great, she always gave me good advice, always called me back, and was always empathetic.

Having direct access to a specialist, who always had time for me, made such a difference. ”

Marilyn

## THE SUPPORT

Julie then started a programme of regular one-to-one calls, supporting Marilyn in a number of vital ways:

- Provided expert medical advice to support Marilyn's recovery physically and emotionally.
- Advised Marilyn on wound care post-surgery and during radiotherapy, and on treatment side effects.
- Advised Marilyn to speak to her union regarding her employment rights and helped Marilyn prepare for conversations with her manager.
- Directed her to UK cancer charities for information on health and haircare.
- Continually reassured Marilyn that she could call her at any time.

## THE OUTCOME

Julie wasn't just a specialist nurse offering support, she was someone for Marilyn to talk to outside of friends and family, which proved invaluable.

Marilyn's employer was hugely supportive and agreed to a phased return to work, and following her discharge she's reassured to know that she can contact Julie at any point in the future for further support.

As for Marilyn's wedding, she married her long-term partner as planned, and needless to say, she looked amazing.

# HALO

## AN EXTRAORDINARY CLAIMS SUPPORT SERVICE

Because there's no such thing as an ordinary claim.

Every claimant's situation is unique. That's why we don't simply offer a defined list of support services. Instead, our claims team listen, and work with our professional partners to put in place a tailored support package for the claimant and their immediate family, which in most cases, is made available at no additional cost.

### The support available

Our claims specialists look to provide support in any way possible. Here are a few examples of how HALO could help.

- Bereavement counselling
- A face-to-face second medical opinion
- Specialist therapy for neurological conditions
- Support with home, family and childcare issues
- Support and guidance to navigate the NHS
- Nursing support following diagnosis and treatment
- Estate planning following a terminal illness diagnosis
- Therapies to ease the consequences of treatments

For Income Protection claimants we offer specialist services designed to help them get back to work at a pace that's right for them, such as: support for mental health conditions, work focused coaching, or help with persistent pain and debilitating fatigue.

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