



Bereavement Counselling Service and Probate Helpline

Available to members of the Fenner Retirement Plan only

As a member of a Canada Life Group Life Assurance arrangement, you and your immediate family now have access to two services which are provided free of charge – these services are a Bereavement Counselling Service and a Probate Helpline.

The services are available to you as a member of the Group Life Assurance arrangement in the event that you suffer a bereavement or are appointed as an executor. The services are also available to your immediate family in the event of your death whilst you are a member of the Canada Life Group Life Assurance arrangement.

The bereavement counselling service includes –

- Unlimited 24/7 access to a bereavement counselling helpline where callers are able to speak to qualified counsellors.
- Practical advice and details of self help groups and charities.
- Up to four face-to-face sessions with a professionally trained bereavement counsellor at a convenient location for the user.

The probate helpline provides bereavement related advice in the following areas –

- Guidance on financial matters.
- Advice on legal matters.
- Explanation of state benefits.

The probate helpline, which is also available 24/7 can also provide advice on –

- Family disputes.
- Dealing with creditors.
- Power of attorney.
- Validity of wills.
- Process of obtaining probate.
- Where to obtain further information, help and advice.

The bereavement counselling service and probate helpline can be accessed, FREE of charge, at any time of the day or night, by calling:

0808 164 3079