



Unum Group Critical Illness Cancer Support Service

The Unum Cancer Support Service is available to you, (and your spouse or civil partner, providing they are eligible) if you are covered by a Unum Group Critical Illness policy and provides enhanced support when you have been diagnosed with cancer.

Unum partners with Harley Street Concierge Limited (HSC), a leading UK provider of personalised cancer support, to provide this service.

Cancer patients are frequently asked to make quick decisions under immense pressure, often with limited information on a topic they know little if anything about.

If you have cancer, this service will help you take control of your situation by providing you with:

- A better understanding of your diagnosis and the treatment options available
- Fast tracked access to cancer experts in your diagnosis and cancer type
- Access to a funded Second Medical Opinion and Pathology review
- Ongoing support and guidance for treatment decisions and cancer recovery

Helping you understand

When you're first diagnosed with cancer it can be a very confusing and overwhelming experience. As cancer navigation experts, HSC can help you fully understand your situation so you can make the right decisions for you.

First contact support

Email or call HSC as soon as you are diagnosed with cancer and let us start to help you.

Understanding your situation

HSC will assign you a dedicated Case Manager to help you better understand your diagnosis and situation.

Understand your options

HSC will provide clarity on the options available to you, whether you are receiving treatment privately or through the NHS.

The way forward

HSC will develop the most appropriate support plan, tailored to your cancer type, needs and concerns.

Connecting you to cancer experts and useful resources

The service connects you to experts for your specific type of cancer and personal circumstances. After HSC has helped you gain a better understanding of your specific cancer type and treatment options, they will provide ongoing support throughout your cancer experience.



* Arrangement fees are covered although the cost of the diagnostic testing is not.

Supporting you through your cancer experience

You will have access to a team of cancer support specialists who will assist, organise and help you prepare for every step of your cancer journey.

- **Support Line** - ongoing personal cancer care support - information line and support for nominated carers
- **Patient Support Managers** - access to qualified cancer experts where more in-depth critical queries require more investigation
- **Medical concierge** - HSC will coordinate all aspects of your private treatment, including the arrangement of medical appointments, travel and accommodation
- **In person support** - before and after your consultations, helping you to think about what's important to you and the questions to ask
- **Regular contact** - to check progress, address any concerns and ensure you have access to the emotional and practical support you need
- **Ancillary services** - recommendation on other organisations and groups that can help, including nutritionists, physiotherapists and patient support groups

The terms on which this service is being provided have been agreed between Unum and your employer.

How to contact HSC

Call us **0207 965 0290**

Lines are open Monday to Friday, 9am to 5.30pm.

Alternatively, email us at unum@hscuk.com

All calls are recorded and are confidential, no personally identifiable information will be shared with your employer or Unum.



The Unum Cancer Support Service is provided by Harley Street Concierge Limited (HSC), a leading UK provider of personalised cancer support.

HSC makes it simpler, more efficient and less distressing for people diagnosed with cancer to get the most appropriate treatment and support.

Understanding personal circumstances, preferences and clinical situation lies at the heart of what they do. Once that's clear, and they've answered all of the necessary questions, they provide support to enable individuals to decide on the most appropriate course of action.

Research suggests that cancer treatment success could nearly double when equipping patients with information about their disease.**

** Cancer Treatment Success Nearly Doubles When Equipping Patients With Info About Their Disease" - 'BMJ: Supportive & Palliative Care'