

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) under your Unum Group Critical Illness policy, and provides enhanced support if you are diagnosed with cancer.

Unum partners with Reframe*, a provider of personalised cancer support, to provide this service.

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

- 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. Reframe can help you fully understand your situation so you can make the right decisions for you.



First contact support

Email or call Reframe as soon as you are diagnosed with cancer for immediate and ongoing support.



Understanding your situation

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



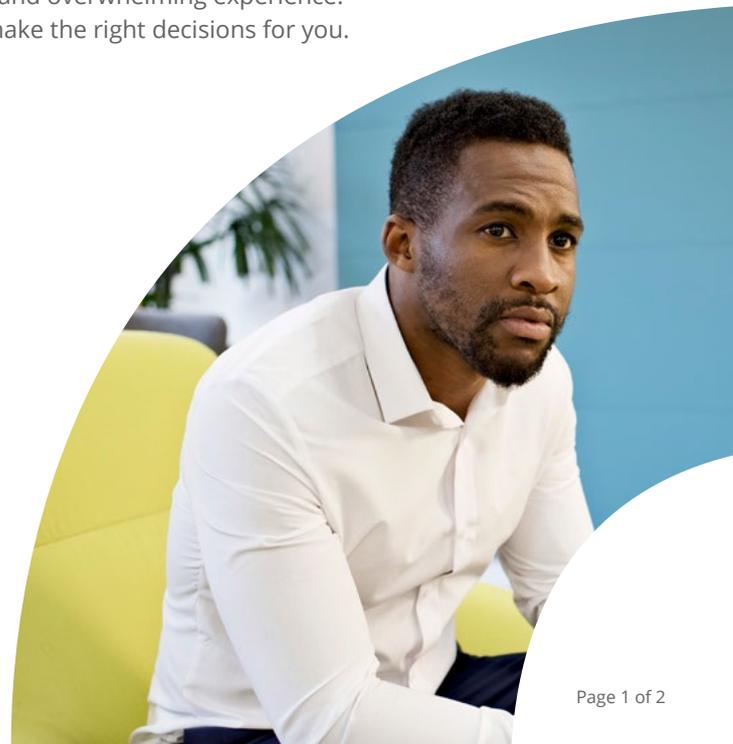
Understand your options

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



The way forward

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





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.

- **Portal platform** – quick access to personalised support from a dedicated case manager and Reframe cancer specialists during diagnosis, treatment and beyond
- **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** – Reframe will coordinate all aspects of your private treatment, including the arrangement of medical appointments, and assisting you to plan 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

About Reframe

The Unum Cancer Support Service is provided by Reframe, a provider of personalised cancer support.

Reframe 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.

For more information, please visit www.reframe.co.uk



*Formerly HSC (Harley Street Concierge).

How to contact Reframe

Call us 0207 965 0290

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

Alternatively, email us at
unum@reframe.co.uk

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

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

unum.co.uk

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