




**ADDED-VALUE
BENEFITS**
Adviser Booklet

 **CIRENCESTER
FRIENDLY**



ADDED-VALUE BENEFITS

These are additional non-contributory discretionary benefits that don't form part of your client's income protection contract. They're offered to your client as a Member of the Society and can be withdrawn at any time.

SUPPORT & WELLBEING



GP24 - PAGE 2

Provides a virtual GP service via telephone and video appointment with a qualified GP and can be available to your client, their partner and children 24 hours a day, 7 days a week.



CHILDREN'S CRITICAL ILLNESS SUPPORT - PAGE 2

Children's Critical Illness Support is there if your client's child should fall ill with one of the ten listed illnesses, by providing them with a lump sum of £2,500.



FRIENDLY VOICE - PAGE 4

A **confidential** telephone service from a Personal Nurse. This can provide your client and their partner with practical help, emotional support, therapies and even second medical opinions.



125 FOUNDATION - PAGE 6

The 125 Foundation provides exclusive financial support to your client, their communities or causes that are close to their hearts.



YOURHALO - PAGE 7

A personalised health and wellbeing service, including physical wellbeing, food & nutrition, good sleep and exercise and activity.

LIFESTYLE



MEMBER PERKS - PAGE 9

Member Perks provides your client with a whole range of discounts and offers on popular brands such as M&S, Apple, high-street shops as well as free telephone legal advice.

For further information regarding our income protection products or benefits, please contact our **Member Services Team** on **0800 587 5098** or email **memberservices@cirencester-friendly.co.uk**.

SUPPORT & WELLBEING



GP24 provided by Health Hero

GP24 gives your client around the clock access to a virtual GP service, provided by Health Hero, on the **same day**. Licensed and experienced GPs are available 24 hours a day, 7 days a week, 365 days a year.

The service offers both video and phone appointments, meaning your client can contact a qualified GP anytime and anywhere, who can be available to them, their partner and children.

Phone Consultations* - 24/7, 365 days a year access

Video Consultations* - 8am - 10pm, 7 days a week

Private Prescriptions** - Collect from a pharmacy or delivered to their door

Open Referrals - If further investigation or treatment is necessary

BOOK A CONSULTATION

Call - **0345 319 2881**

WebApp link - <https://cirencesterfriendly.gp-24.com>

**Access is limited to 4 consultations per annum per Family. Video consultations exclude Christmas Day.*

***Private Prescriptions are paid for by the Member.*

Don't forget! Your client can download our GP24 App from the website: www.cirencesterfriendly.gp-24.com



CHILDREN'S CRITICAL ILLNESS SUPPORT

Children's Critical Illness Support is designed to provide a monetary lump sum of £2,500 if your client's child is diagnosed with one of the ten listed critical illnesses. It's available to all existing and new Members of the Society and is limited to one claim per Member and available until retirement or the contract ceases.

The ten listed critical illnesses are as follows: bacterial meningitis (resulting in permanent symptoms), benign brain tumour, cancer (excluding less advanced cases), heart valve replacement or repair, kidney failure (requiring permanent dialysis), loss of hands or feet (permanent physical severance), major organ transplant (from another person, this also includes being added to an official UK transplant waiting list), open heart surgery, third degree burns (covering 20% of the body's surface area or affecting 20% of the area of the face or head), and traumatic brain injury (resulting in permanent symptoms).

To apply for Children's Critical Illness Cover, your client can call our **Claims Team** on **0800 587 5098** to request a claim form.



GP24

MR GS | 25 YEARS OLD

Mr GS was on anti-depressants but was finding that his symptoms were getting worse. He decided to try and contact the GP service, as he was struggling to get an NHS GP appointment in order to address this. During a 29-minute consultation, the GP took a full medical history and then looked into why he had started to feel more depressed. Work stress and financial woes combined with relationship uncertainty had snowballed when his NHS counselling had run its course.

The consultation included discussing a plan on how best to positively move forwards. This included the local rugby club's mental health support club, CBT techniques, review of medication dosage and trying again to see a GP for a face to face consultation. The GP fed back the course of action to the patient's NHS GP, so that the patient wouldn't have to explain himself again.

NEXT SECTION:
FRIENDLY VOICE





FRIENDLY VOICE

provided by RedArc

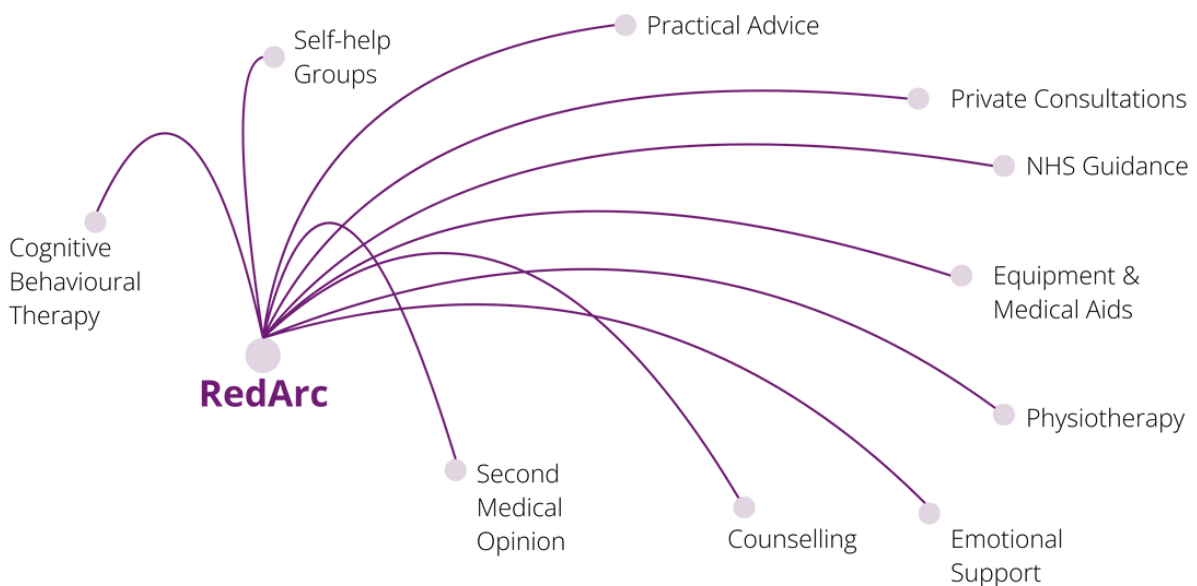
No matter what life throws at you, each experience can affect people differently. Whether it's illness, injury, mental health concerns or carer arrangements, our Friendly Voice service provides your client with a dedicated **Personal Nurse** to provide help and support tailored to their situation, completely free of charge.

For as long as they need it, their **Personal Nurse** can provide them, or their partner with practical help, emotional support, therapies and even a second medical opinion.

HOW TO ACCESS

Your client can call Friendly Voice on **01244 625180** (Office Hours 9am - 5pm, Monday to Friday) and simply quote their **Membership Number**.

JUST SOME OF THE HELP REDARC OFFERS



“

RedArc were a lifeline for me and my family at our lowest point. The service was absolutely brilliant. Thank you from the bottom of our hearts.

”



FRIENDLY VOICE JESS' STORY

Like all of us Jess was learning to adapt to life with COVID-19. She was now working from home, separated from friends, family and work colleagues and five months pregnant.

She started to experience pain in her pelvis which left her struggling to sleep or even walk. Unable to see her Doctor to arrange physiotherapy, Jess tried to cope as best she could. However, the pain only worsened until it became unbearable, so she contacted RedArc. After talking through her symptoms with Pat, her RedArc nurse, Jess was given treatment options and put into contact with physiotherapist Grainne, who specialised in women's health and pregnancy.

The consultations and treatments were all carried out via Zoom and Grainne provided Jess with pregnancy safe, pain relieving exercises. Pat also sent Jess two support belts which relieved the weight and pressure on her pelvis, meaning Jess could enjoy the remainder of her pregnancy in comfort. Pat was also there to provide Jess with not just practical and physical assistance, but also emotional support through regular phone calls during and after Jess' pregnancy to see how she was getting on. Because of the treatment Jess received, she was no longer suffering from any pain and was able to focus on enjoying her newfound motherhood.

Jess is thrilled with the service RedArc provided her with and is forever grateful to Pat and Grainne for their support during such an overwhelming and pivotal time.

NEXT SECTION:
125 FOUNDATION





125 FOUNDATION

The 125 Foundation was established in 2015 to celebrate the Society's 125th Anniversary. The Foundation provides **exclusive financial support** to your client, communities or causes that are close to their hearts.

Your client, or you on their behalf, can apply for two types of awards:

- **Individual Awards** are for the simple things that make a huge difference. Your client can nominate individuals close to them who may be suffering hardship and could benefit from financial support. This can be anything from money towards the cost of new household equipment or a short break to recuperate.
- **Half Yearly Community Awards** are for driving forward the local projects and causes that your client values and supports. This could, for example, be money towards refurbishing the village hall to help to set up a youth centre.

HOW TO APPLY

Your client, or you on their behalf, can make an application to the 125 Foundation Committee by emailing our **Member Services Team** at memberservices@cirencester-friendly.co.uk.



We simply wouldn't have had the money without the 125 Foundation. And there are no words to express how you can thank somebody for that, because it's life-changing opportunities that have been given by their help and support.



125 FOUNDATION ANNE'S STORY

Anne Davies and her family received extra financial support in 2023, when she suffered from a brain injury. Unable to drive and take her son to his Paralympic swimming training, we provided them with support that allowed them to access transport to and from training until Anne was once again fit to drive.



WATCH
ANNE'S
STORY HERE





YOURHALO

provided by **healthcare rm**

YourHalo is a confidential health and wellbeing service that provides your client with easy and speedy access to advice and support from qualified and experienced healthcare practitioners. Anything from good sleep, exercise & activity, physical wellbeing and food & nutrition.

GOOD SLEEP



There is a close relationship between sleep and mental health, and when we get a good night's sleep, we can improve our mood, energy levels, motivation, creativity, concentration and enhance problem-solving skills.

Good Sleep is designed to provide tips, techniques and healthy lifestyle habits to improve quality of sleep.

PHYSICAL WELLBEING



Physical Wellbeing provides advice, guidance, and support for a broad range of musculoskeletal conditions, such as back/neck pain, upper and lower limb problems and general aches and pains.

Delivered by an experienced team of Physiotherapists and Sports Therapists who can provide self-management advice and guidance to help improve musculoskeletal health and reduce symptoms of pain and discomfort.

EXERCISE & ACTIVITY



Humans were designed for movement and physical activity is another foundation for good health and wellbeing. Sedentary lifestyles can lead to being overweight or even obesity, as well as musculoskeletal problems and mental illness.

Delivered by highly qualified exercise and fitness specialists, **Exercise & Activity** provides expert advice and guidance around maintaining an active lifestyle. The specialists are able to advise on the benefits of many types of activity and exercise.

FOOD & NUTRITION



A healthy diet is a cornerstone for long-term physical and mental health. **Food & Nutrition** offers access to expert nutritional therapists and is designed to provide advice, guidance and information for optimal nutrition and healthy eating.

All services provided by healthcare rm are available Monday to Friday between 9:00am and 5:00pm and can be accessed by calling their service on: **0333 577 8778** or

www.healthcare-rm.com/yourhalo/cirencester-friendly

Your client will be asked for a unique password to enable them to book an online appointment. Their password can be provided from our **Member Services Team**.



YOURHALO

MRS K | GOOD SLEEP

Mrs K contacted healthcare rm following a Fibromyalgia diagnosis. She'd been experiencing very low energy, poor sleep and stiffness in her hip and knee joints.

During a consultation with one of the sleep experts, Mrs K was set some simple goals to work on over the course of the following weeks, such as keeping the bedroom gadget-free, avoiding caffeine after midday, introducing a short morning walk to help regulate her internal body-clock and promote sleep, and to shorten and gradually increase her sleep window with a detailed plan of action in place. Some nutrition advice was also given to increase her vegetable and salad consumption.

Mrs K contacted healthcare rm a few weeks later and reported that she was getting on really well and 'had never felt better'. Her sleep quality had significantly improved, and she was waking up less during the night and falling asleep far more easily. Mrs K had even returned to exercising and was eating much better which further contributed to her sleep quality. She was experiencing no further symptoms of her Fibromyalgia and felt like she had plenty of energy.

NEXT SECTION:
MEMBER PERKS



LIFESTYLE



MEMBER PERKS

Did you know that as a Member of Cirencester Friendly your client has exclusive access to a range of fantastic money saving offers* through **Member Perks**?

Here are some of our most popular ones:

- **Health and fitness:** Stay active and save with offers on sportswear, nutrition and digital fitness subscriptions.
- **Home and car essentials:** Save on household appliances, car servicing, MOTs and car hire.
- **Fashion and tech:** Access savings on clothes, computers, laptops, mobile phones and smartwatches.
- **Food and drink:** Receive discounts on groceries, dining out, takeaways and beer subscriptions.
- **Entertainment:** Discounts on cinema tickets, books, magazines, day trips, theme parks and experience days.
- **Travel and experiences:** Are they looking to book a trip in the future? Save on holidays, day trips, luxury hotels and cottages, worldwide attractions, foreign currency, airport hotels and parking.

NATIONAL AND PROVIDER PRICE PROMISES

To ensure that we're bringing your clients the biggest and most exclusive deals out there, look out for these stamps.



This stamp indicates that Members of Cirencester Friendly should be getting the best possible price/deal that this company makes available.



This stamp indicates that Members of Cirencester Friendly should be getting the best possible price/deal in the UK, for this product or service.

*Terms and conditions apply to all perks. See website for details. Offers and prices subject to change and correct at time of print. Member Perks is managed and run on behalf of Cirencester Friendly by Parliament Hill Ltd.

To start making the most of their Member Perks, your client can visit:

www.cirencestermemberrewards.co.uk/x_/login.htm

Simply enter their name and **Membership Number** to see how much they could save.



M&S

EST. 1884



Argos



BRANDS INCLUDE:



THE
CINEMA
SOCIETY.



ASOS

MAKING THE MOST OF ADDED-VALUE BENEFITS



GP24

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Your client will be asked for a unique password to enable them to book an online appointment. Their password can be obtained from our **Member Services Team** on **0800 587 5098** or email **memberservices@cirencester-friendly.co.uk**.



MEMBER PERKS

To log in, your client can visit our website **www.cirencestermemberrewards.co.uk/x_/login.htm** and simply enter their name and **Membership Number**.



NOTES





MEMBER REWARDS

www.cirencester-friendly.co.uk

Cirencester Friendly is a trading name of Cirencester Friendly Society Limited. Registered and Incorporated under the Friendly Societies Act 1992. Reg. No. 149F. Cirencester Friendly Society Limited is Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 109987. V2 (NOV 2024)