



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 They're offered to your client as a Member of the Society and can be withdrawn at any time.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.

LIFESTYLE



MEMBER PERKS - PAGE 7

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: <https://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

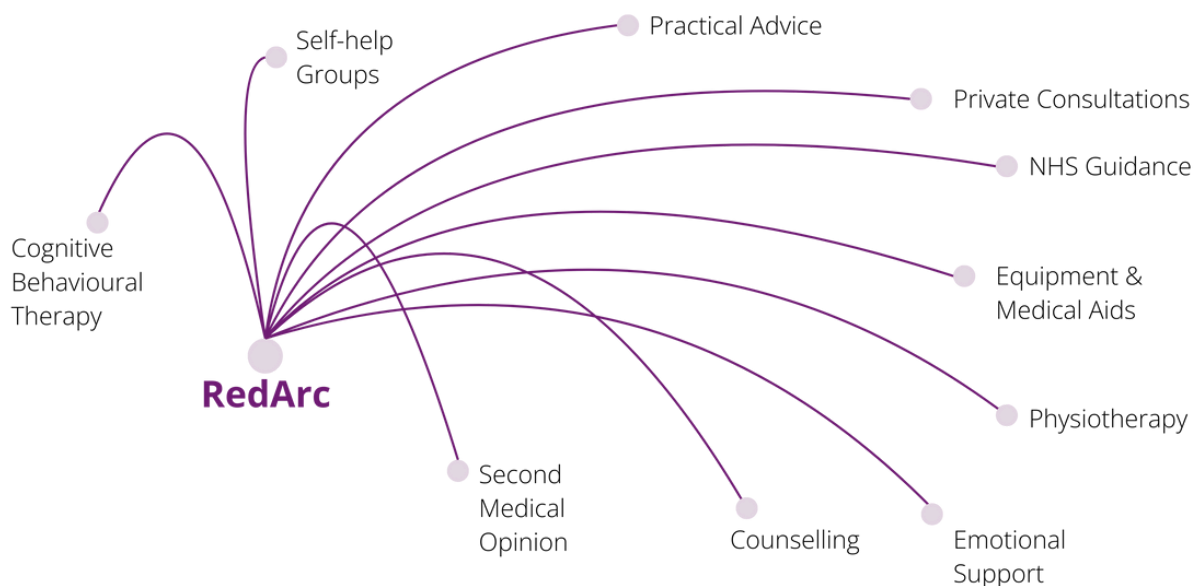
No matter what life throws at you, each experience can affect people differently. Whether it's illness, injury, mental health concerns or carer arrangements, our Friendly Voice service provides your client with a dedicated **Personal Nurse** to provide help and support tailored to their situation, completely 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.
- **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 apply using the application form available on our website at **www.cirencester-friendly.co.uk** or by emailing **125foundation@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



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.



BRANDS INCLUDE:



MAKING THE MOST OF ADDED-VALUE BENEFITS



GP24

To book a consultation call **0345 319 2881** or access the WebApp by visiting:
<https://cirencesterfriendly.gp-24.com>.



CHILDREN'S CRITICAL ILLNESS SUPPORT

Call our **Claims Team** on **0800 587 5098** to request a claim form.



FRIENDLY VOICE

Call **Friendly Voice** on **01244 625180** (Office Hours 9am - 5pm, Monday to Friday).



125 FOUNDATION

You or your client can apply using the application form available on our website at
www.cirencester-friendly.co.uk or by emailing **125foundation@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

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