

Support services

Our protection products help bring peace of mind at a time when customers need it most.
But sometimes, financial security is only part of the solution.

All our protection customers and their families have access to our health and wellbeing service,
provided by Health Assured.

This service isn't just available at claims stage – customers can use the service throughout the lifetime of their policy.



53%

of all calls to this service were in relation to legal issues



47%

of all calls to this service were for counselling



88%

of calls about legal issues were in relation to wills and probate



71%

of counselling calls were in relation to bereavement and mental health issues

Source: Aegon health and wellbeing service MI, 2017



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