

# Assisting you in times of grief

## A support service to help you during challenging times

### About the Grief Support Service

Grief and loss are natural and personal experiences that can happen after losing a loved one or something we care about. You're not alone. We're here to provide extra support and help you navigate this challenging journey, with a dedicated grief support service.

- Available to customers on claim who have experienced a loss or who have been diagnosed with a terminal illness.
- Available to policyowners of a policy on claim and individuals nominated as a Third Party Authority of an insured person who has experienced loss, become terminally ill or passed away.

The Grief Support Service is a free, confidential service provided by one of our trusted partners. It includes four telephone sessions (up to one hour each) with a counsellor who will help you process and explore your experience and identify coping mechanisms.

To get started or find out more simply chat to your claims consultant or email: [claims.rehabilitation@zurich.com.au](mailto:claims.rehabilitation@zurich.com.au)

#### Important information

This document has been prepared by Zurich Australia Limited ABN 92 000 010 195, AFSL 232510. Participation in the Grief Support Service does not affect insurance premiums or any other benefits available to you under your policy. This program is not a substitute for professional medical advice, diagnosis or treatment. You should consult a medical practitioner or other qualified healthcare professional if you have any questions or require medical advice. The Grief Support Service is provided by a third party provider. To the maximum extent permitted by law, Zurich is not liable or responsible for any loss or liability arising from use of the program. This program may be withdrawn, cancelled or terminated at anytime and Zurich is under no obligation to provide replacement program. The information included in this document is dated January 2023 and may be subject to change. It is derived from sources believed to be accurate as at this date. It should not be considered to be a comprehensive statement on any matter and should not be relied on as such. This information does not take into account your personal objectives, financial situation or needs. You should consider these factors and the appropriateness of the information to you. The Grief Support Service is available to any claimant who has experienced loss in relation to a claim or has been diagnosed with a terminal illness, as well as policyowners of a policy on claim and individuals nominated as a Third Party Authority of an insured person who has experienced loss, become terminally ill or passed away. Each person is able to receive four complimentary one-hour sessions with a counsellor, which will be provided by phone. Sessions must be used within twelve months of the date on which a claim has been submitted, or the insured person was diagnosed as Terminally Ill or passed away.

Everyone  
navigates grief  
in their own  
time, and in  
their own way.

**We're here for you  
with Grief Support**

Access four phone  
coaching sessions

Range of support across  
mental health, grief,  
relationships and more  
depending on your needs

Free, confidential service from  
a trusted external partner,  
for Zurich customers on claim

