

# Unum Group Critical Illness Cancer Support Service



Unum partners with Reframe Cancer, leading experts in cancer support, to provide tailored clinical, emotional and practical ongoing support for up to two years. The Cancer Support Service is available to you (and your partner providing they are eligible\*).

## Helping you navigate your cancer care.

Reframe Cancer tailor support where it is needed, giving you greater choice and control over your experience.

1

### First contact

As soon as you are diagnosed with cancer, email or call Reframe Cancer, who will get you registered and start supporting you immediately.

2

### Understanding your situation

Reframe Cancer will assign you a dedicated Cancer Support Manager and Cancer Nurse Specialist, who will help you to better understand your diagnosis and situation.

3

### Identifying your options

Reframe Cancer will help you understand the options available to you, whether you are receiving treatment privately or through the NHS.

4

### Moving forwards

Reframe Cancer will provide ongoing support, tailored to your cancer type, changing needs and concerns

\*If covered under a Unum Critical Illness policy.



## Reframe Cancer are there with personal support to suit you

- ✔ Offering 24 months of bespoke support personalised to your needs
- ✔ Giving access to a funded second opinion and pathology review
- ✔ Practical support with coordinating appointments and helping find accommodation or transportation if needed
- ✔ Giving you a helping hand with everyday life where you feel overwhelmed
- ✔ Sharing trusted verified, clinically reviewed resources and local services
- ✔ Listening and being there for you when you've had a tough day
- ✔ Looking to the future and working towards your objectives, goals and life after cancer

## A diagnosis can be challenging. But your care shouldn't be.

### Your experienced team is there for your cancer journey

- Dedicated Cancer Support Manager – feel secure in the knowledge you have a consistent guide along your cancer journey.
- Nurse Specialist access – cancer expertise quickly available for in-depth medical queries.
- By your side before and after your consultations, Reframe will help you consider what's important for you and the questions to ask your clinical team at appointments

### Get support that meets your needs

- Ongoing support – we'll check in regularly, and with our wellbeing assessment we'll discuss how you're feeling and what your current priorities are.
- Personal portal – quick access to an easy-to-use platform, centralising the information you need and making it easy to stay in touch.
- Provider recommendations – working with you to find local, reliable partners and service providers including nutritionists, physiotherapists, specialist support groups, coaches and counsellors where needed.

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

Access to the Cancer Support Service is facilitated at no cost by Unum. Unum is not the provider of the service, but retains the right to withdraw or change the service at any time.

**unum.co.uk**

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## 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](mailto:unum@reframe.co.uk)

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

## About Reframe

Reframe Cancer are leaders in cancer support. Backed by Cancer Nurse Specialists, Reframe Cancer helps navigate the complex cancer journey alongside healthcare providers. Reframe Cancer offers comprehensive support through the entire cancer pathway, advocating for patients and uniquely providing an ongoing source of support. For more information, please visit [www.reframe.co.uk](http://www.reframe.co.uk).

