

For adviser and employer use only.

Alison's cancer story



Group Income Protection

Alison's employers informed Aviva within four-weeks of Alison being absent from work.

Our dedicated Aviva case manager contacted her to understand more about her situation and complete an initial needs assessment.

During the conversation Alison confirmed she had recently been diagnosed with pancreatic cancer. She'd had surgery and was waiting to hear when chemotherapy would start.

Alison was motivated to resume her usual life which included a return to work.

A referral was made to the Cancer Work Support Service, run by Working To Wellbeing, to provide support and guidance during this difficult time. An initial conversation was held within two-weeks.

The team at Working To Wellbeing offered Alison support, and their intervention aimed to help reduce Alison's fatigue, increase her physical fitness and provide return to work support and guidance.

Alison returned to work within four weeks of her referral to Working To Wellbeing and successfully returned to work full time before the end of the 26-week deferred period in place on her employer's Group Income Protection policy.

Alison's positive response to support meant that within five months of her employer's initial referral to Aviva, all intervention was complete.

“ The support I received from both Aviva and Working To Wellbeing was excellent, it was very thorough. I had various sessions with the health coach at Working To Wellbeing and she was very supportive and helpful. She supported me throughout the return-to-work process and even when I stopped my chemotherapy treatment, she was there to listen to me.

I was kept updated and fully informed throughout the intervention process. It was very well thought out and the communication was clear. I would thoroughly recommend the support! ”

Alison, Senior Specialist. Age 55 at time of claim.

Early intervention and rehabilitation support is available to employees insured under Aviva Group Income Protection. Rehabilitation services are non-contractual benefits which Aviva can change or withdraw at any time.