

For employer use.



Why, what and how



Employer guide
to Group Critical Illness



Why Group Critical Illness matters to your business

Protect your most important assets

As an employer, you don't need us to tell you that your employees are your most valuable assets. Because of that, offering them financial protection from a range of critical illnesses makes good business sense. And extending that cover to their families shows that you're not just thinking of your bottom line.

With everyone having such busy lives, thinking about or arranging financial protection can often come low down on people's priority list. That could mean they have little or no plan in place to deal with lost income due to ill health. That's where Aviva Group Critical Illness could make all the difference. It pays a lump sum to your employee if they are diagnosed with a critical illness covered by the policy, or have to undergo a surgical operation as defined in the policy. This money could take some of the added pressures off your employee, so they can focus on getting well.

Invest in their wellbeing

Being diagnosed with a critical illness or having to undergo an operation affects people's lives massively. And on top of the emotional and physical challenges, your employees may also have to deal with financial worries.

State benefits may be available to your employees when things go wrong, but these might not be as favourable or as comprehensive as they imagine. For example, there isn't a state benefit that pays a substantial lump sum if an employee is diagnosed with a critical illness.

That's where Aviva Group Critical Illness comes in. To employees, it represents an investment in their health and wellbeing. And as well as showing you care about your employees, it also helps your business stand out from the crowd when it comes to recruiting and retaining staff.

But caring for your employees is about more than looking after them when they get ill. It's also about helping them stay healthy and picking up issues before they become problems. Your Group Critical Illness cover provides access to wellbeing services to help your employees stay on top of their health.

“ Choosing Group Critical Illness cover for your business can give your employees the reassurance that they and their loved ones will not be left without financial support if they are diagnosed with a critical illness covered or undergo a defined operation. Alongside the wellbeing services it offers, Group Critical Illness cover can form part of an attractive modern employee benefits package. ”

Julian Nurse
Head of Group Protection Propositions, Aviva



What it provides

Our Group Critical Illness cover provides employees with financial support if they are diagnosed with a critical illness or have to undergo a surgical operation as defined in the policy. It offers a choice of different levels of cover to suit your business's needs and budget. For example, you can choose to offer standard cover or opt for our extended cover, which provides financial protection for even more critical illnesses.

- ✔ **We'll pay a lump sum of up to five times an employee's salary** (up to a maximum of £500,000, whichever is lower) if they are diagnosed with a critical illness or undergo an operation that meets our policy definition. They must survive for at least 14 days.
- ✔ **No medical underwriting needed**, although the product is subject to a pre-existing and associated conditions exclusion.
- ✔ **Optional cover for partners** – a financial protection option for your employee's spouse, or partner, up to £250,000.
- ✔ **Children's cover** – as well as the conditions covered under the policy, we'll cover your employees' children for five child-specific conditions and two critical medical crises. Child cover benefit pays 25% of the value of an employee's benefit up to a maximum of £25,000.
- ✔ **Cancer drugs fund** – for an additional premium, there is the option to include access to a cancer drugs fund of up to £100,000 if an employee is diagnosed with a cancer and their local NHS commissioning body won't cover the cost of the drug(s) recommended by their specialist on financial grounds.
- ✔ **We're dedicated to helping people live their best lives** – with Group Critical Illness, your employees get access to expert clinical help when they need it. Alongside that and the financial support it offers, your employees get a suite of wellbeing services to help them make informed, balanced and positive lifestyle choices. And if the going gets tough, we have support services to help them cope, with stress and grief.

It takes Aviva to help your employees live their best lives

Our Group Critical Illness cover gives access to a range of wellbeing services, designed to help provide emotional and practical support for your employees all for no additional charge.

✔ Aviva Line Manager Toolkit: Mental Health

Developed by mental health professionals, the Aviva Line Manager Toolkit: Mental Health offers video modules and downloadable materials aimed at helping line managers spot the warning signs of poor mental health. It also helps them identify reasonable adjustments and manage professional boundaries.

The toolkit gives your managers more confidence to have supportive conversations with team members, so they can address issues before they become more serious. The Aviva Line Manager Toolkit: Mental Health is available to insured and uninsured line managers as part of an eligible scheme. Terms apply

✔ RedArc

RedArc is a nurse advice and support service available to insured employees who make a claim through the Group Critical Illness cover. The service offers insured employees and their families long-term practical and emotional support over the telephone from a dedicated Personal Nurse. It's completely confidential and RedArc won't pass any information to any third party without the employee's consent.

✔ Stress helpline – 24/7 counsellor care

Provided by Care first, the Stress Helpline offers insured employees over the age of 16 the chance to talk in confidence to trained counsellors about issues they feel are causing them stress.

The helpline can be a good place for employees who need help with personal or work-related stress issues. Talking and sharing can be the first step in helping to work through problems and resolve them, aiming to achieve the best outcome for employees and employers.

✔ Wellbeing Library

Stress and worry can take a toll on wellbeing, wherever it comes from. The Wellbeing Library is an online library of useful content, hints and tips - including guides and tools. In the Wellbeing Library, your employees will find sections offering helpful support on all kinds of situations, from family and relationships, money or work, mental or physical health conditions. Whatever's on their mind, they can find information to help them deal with it. Available to all employees, insured and uninsured.

✔ Aviva Cancer Care Support

Everyone's cancer journey is unique, which can be challenging for you as an employer when it comes to supporting employees who are living with cancer.

To help you understand more about managing cancer in the workplace, we've worked with Macmillan Cancer Support to put together a guide that highlights different areas you need to think about. It covers topics from understanding cancer to how it may affect someone at work, from talking about cancer in the workplace to supporting employees caring for others with cancer, and much more.

✓ **Aviva DigiCare+ Workplace**

We can help support your insured employees with the Aviva DigiCare+ Workplace app, provided by Square Health. It gives them the guidance they need to help detect, manage and prevent physical and mental health problems. It helps your employees stay on top of their health.

- **A yearly Health Check**
- **Digital GP**
- **Second Medical Opinion**
- **Mental Health Consultation**
- **Nutritional Consultation**

Aviva is working with Square Health to provide Aviva DigiCare+ Workplace. Set up by doctors, Square Health has more than 25 years' experience working with companies like Aviva to deliver benefits to their customers.

With an established infrastructure providing access to over 5,000 medical specialists across the UK, Square Health helps us to put your employees' needs first.

There may be limits to the number of times your insured employees can use this service, they can check their full allowances within the app.

Terms apply.

✓ **Lifestyle discounts with Get Active**

With Get Active, your insured employees can get discounts at over 3,000 health and fitness clubs, plus great at-home fitness offers and a range of savings on other products and services. It's all designed to help keep them and their families active, healthy and happy.

Terms apply.

Wellbeing services are non-contractual benefits that Aviva can change or withdraw at any time. They are available to employees and their eligible family members who are permanent residents of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

You can read more about these wellbeing services in our:

 **Wellbeing services guide**



How it works for employers

Our Group Critical Illness product offers a huge choice of cover levels to suit different needs and budgets. Here's a summary of how it works.

Choose what's right for you

We provide cover for schemes with five people or more. You decide:

- who can join
- the type of cover and level of benefit you want to provide, and
- if you'd also like to cover your employees' spouses or partners.

Applying is easy

To get a quotation, simply give us details of the employees you want to cover: their gender, date of birth, salaries, occupation and work postcode. If you've had a similar scheme with another provider, we'll need details of the scheme and claims history.

We've made it easy for you to apply for Group Critical Illness. Once you have your quotation, all you need to do is fill in the forms. We'll do the rest to get your policy up and running quickly. **If you need any help, please contact either your financial adviser or our Sales team:**

 groupprotectionsalesupport@aviva.com

Please note that our Sales team are unable to provide financial advice.

After that, you simply need to keep paying your premiums and make sure you tell us straight away if you need to make any changes to the cover. And once we've set up your policy, you and your employees will have all the benefits the policy brings with it, with peace of mind among them.

We can cancel the policy if you do not pay the premium within 30 days of the due date. We also reserve the right to cancel the policy if you don't give us the information and documentation we need to administer the policy or the membership drops below our minimum number of lives.

How we offer more value

Our Group Critical Illness cover offers you the opportunity to stand out from your competitors. Here are more ways it may add value:

✓ Retention and hiring

Offering Group Critical Illness cover as part of an employee's benefit package helps you show your commitment to your workforce. It can also help make you an attractive employer to potential recruits.

✓ Value for money

Group Critical Illness cover may cost less than an employee would pay when choosing to buy it privately.

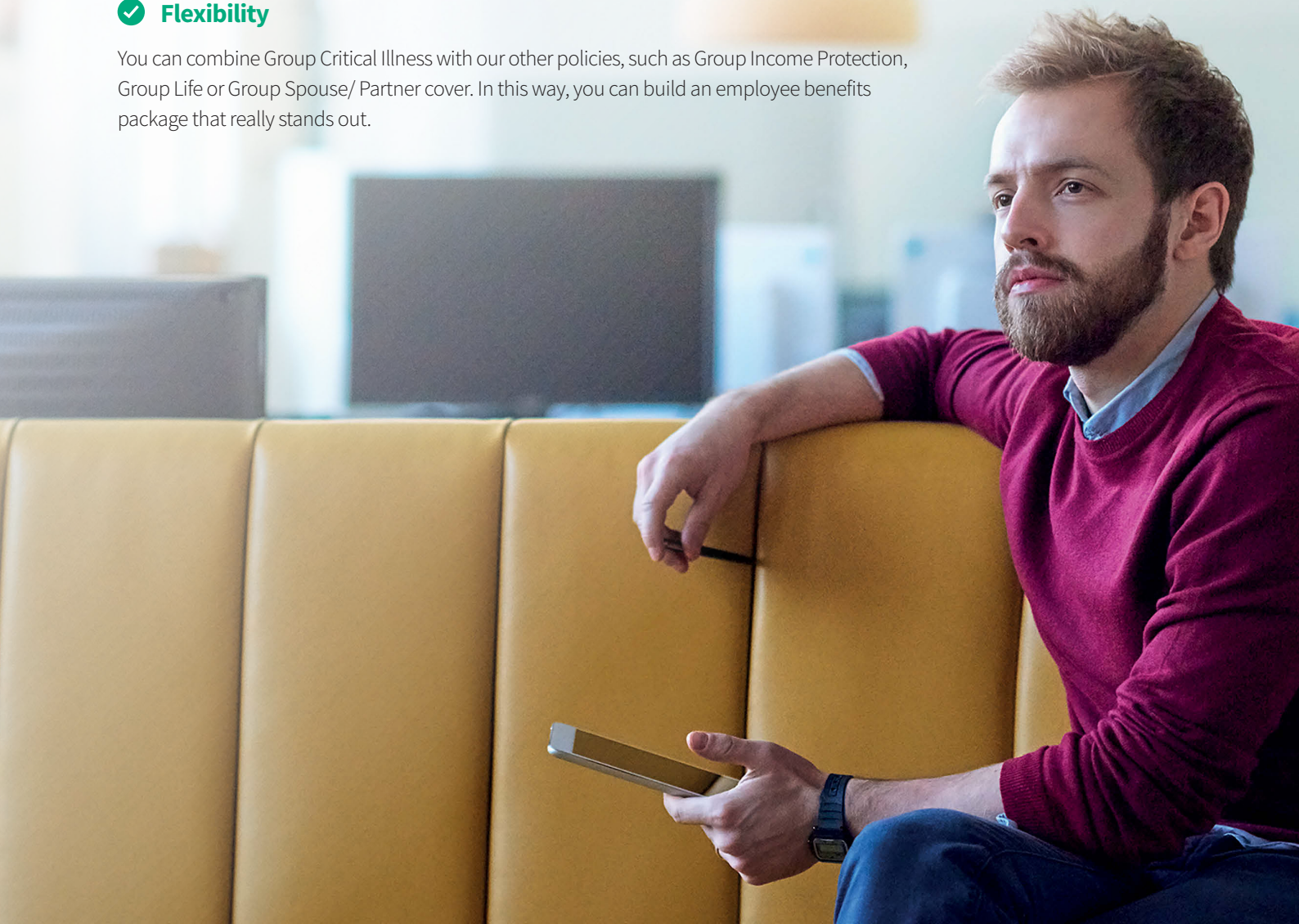
✓ Tax

The lump sum benefits are currently free of tax. The Group Critical Illness cover premiums are usually treated as a business expense and can be offset against Corporation Tax. For your employees, the premium you pay is usually treated as a benefit in kind.

All references to taxation are based on our understanding of current law and tax practices, which could change in the future.

✓ Flexibility

You can combine Group Critical Illness with our other policies, such as Group Income Protection, Group Life or Group Spouse/ Partner cover. In this way, you can build an employee benefits package that really stands out.



Questions and answers

Here are the answers to some of the most common questions we're asked about Group Critical Illness cover:

How do I decide who to cover?

Firstly, decide the minimum age you want your employees to be to join the scheme, taking into account potential age discrimination issues. Then decide if you want a fixed probationary period your employees must serve before joining and when they can join, for example, monthly or annually.

What medical evidence do you need?

We don't need any medical information from your employees to set up the policy. If you go on to make a claim, we will investigate whether the illness existed before the policy started, then assess the claim against the policy conditions.

Must all employees have the same level of benefit?

No. You have a great deal of flexibility and can choose different levels of benefits for different employees, such as directors, managers and staff. Alternatively, you can offer the same level of benefits to all.

When will you pay out a benefit payment?


We'll pay a lump sum to an eligible employee if they are diagnosed with one of the specified illnesses or undergo one of the specified operations during the policy term, and survive for 14 days after the date of diagnosis or operation.

Can cover be provided for members who are not in the UK, Channel Islands or Isle of Man?

Yes, provided they maintain a UK, Channel Islands or Isle of Man registered contract of employment and they are working in one of our listed standard territories or any additional locations that we may agree.

We will need to be advised of any members who are working overseas in case we need to apply any special terms and conditions.

You must tell us about any members who are working overseas at the policy start date or rate guarantee date. You must also tell us the countries that they will be working in.



What happens if I need to make a claim?

You must tell us within three months (or as soon as reasonably practicable) if an employee is diagnosed with a critical illness or has undergone an operation covered by the policy. We'll ask for consent to contact the employee's doctors to get the medical evidence we need to assess the claim.

Will you pay more than one claim under the policy?

Each covered employee can make more than one claim, providing each claim is for a different and unrelated condition. Some employees may be able to claim more than once for cancer providing the terms of the second and subsequent cancer cover are met. We don't offer multiple claims on the cover for children.

Do my premiums stay the same each year?

If the factors we use to calculate the premium don't change, we normally guarantee the premium rate for two years from the start of the policy.

What it covers...

We use the Association of British Insurers (ABI) definitions for all critical illnesses. In some cases, our definition is broader than the definition set by the ABI. Please bear in mind that we are unable to cover employees suffering from a pre-existing condition.

Standard conditions	
Alzheimer's disease	resulting in permanent symptoms
Cancer	excluding less advanced cases
Cancer	second and subsequent
Cardiac Arrest	with insertion of a defibrillator
Coronary artery by-pass surgery	
Creutzfeldt-Jakob disease	
Dementia	
Heart attack	
Kidney failure	requiring permanent dialysis
Major organ transplant	from another donor where applicable
Motor neurone disease	resulting in permanent symptoms
Multiple sclerosis	where there have been symptoms
Parkinson's disease	resulting in permanent symptoms
Progressive supranuclear palsy	resulting in permanent symptoms
Stroke or spinal cord stroke	

Continued overleaf

Extended conditions

Aorta graft surgery	
Aplastic anaemia	with permanent bone marrow failure
Bacterial meningitis	resulting in permanent symptoms
Benign brain tumour	resulting in permanent symptoms or undergoing defined treatments
Benign spinal cord tumour	resulting in permanent symptoms or undergoing defined treatments
Blindness	permanent and irreversible
Coma	with associated permanent symptoms
Coronary angioplasty	with specified treatment
Deafness	permanent and irreversible
Encephalitis	resulting in permanent symptoms
Heart valve replacement or repair	
HIV infection	caught in the UK from a blood transfusion, a physical assault or at work in an eligible occupation
Liver failure	of advanced stage
Loss of hand or foot	permanent physical severance
Loss of independent existence	permanent and irreversible
Loss of speech	total, permanent and irreversible
Paralysis of limbs	total and irreversible
Primary Cardiomyopathy	of specified severity or undergoing a defined treatment
Pulmonary arterial hypertension	of specified cause and severity
Pulmonary artery surgery	
Respiratory failure	of specified severity
Rheumatoid arthritis	chronic and severe
Structural heart surgery	
Systemic lupus erythematosus	with severe complications
Terminal illness	
Third degree burns	of specified severity
Traumatic brain injury due to trauma, anoxia or hypoxia	resulting in specified symptoms

Continued overleaf

What it covers...

Children's cover (included in addition to the standard or extended conditions covered under the policy)

Cerebral palsy	
Children's intensive care benefit	requiring mechanical ventilation for 7 days
Cystic fibrosis	
Hydrocephalus	treated by surgery
Loss of independent existence	
Muscular dystrophy	
Spina bifida	

Additional options

Total permanent disability	unable to do a suited occupation ever again or unable to do their own occupation ever again*
Cancer drugs fund	

*We reserve the right not to include Total Permanent Disability cover or to offer the cover on a different basis for certain occupations.

This is a summary of the conditions covered by the policy. You can find full terms and conditions - which also includes details of what is not covered and any exclusions in our:



Technical Guide



and **Policy Wording**

Find out more

To find out more, get in touch with your usual Aviva contact, Employee Benefits Consultant or Financial adviser or visit our:



Group Critical Illness webpage



You can read more about DigiCare+ Workplace in our: **employer guide**



or visit our **dedicated webpage**.

If you have any questions, please get in touch with your customer relationship manager, employee benefits consultant or financial adviser. They will be able to answer all your questions.

Need this in a different format?

Please get in touch if you'd prefer this document (**GR03017 09/2023**) in large font, braille, or as audio.

How to contact us

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 [aviva.co.uk](https://www.aviva.co.uk)

Our opening hours are Monday to Friday, between 9.00am and 5.00pm. For your protection and ours, calls to and from Aviva may be recorded and/or monitored.

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