

Lisa's benign brain tumour story

Customer testimonial

At age 54, Lisa had been suffering from headaches for a few months and after seeking medical help she was diagnosed with a benign brain tumour. Lisa subsequently underwent successful surgery to remove the tumour.

Her employer held a Group Critical Illness policy with Aviva, and after Lisa's diagnosis and surgery, she contacted Aviva to understand more about the cover and any financial support she may be eligible to receive.

During the initial call with the Aviva Case manager Lisa confirmed when her symptoms started and explained the treatment and surgery she'd received. Lisa felt comfortable and able to open-up to the Case manager about her journey – talking it through from the start of her symptoms, through to her recovery and the effects the diagnosis and symptoms had on her.

During the call her case manager signposted Lisa to the wellbeing benefits she had access to through the Group Critical Illness policy. They included the RedArc Personal Nurse service and the Aviva Digicare+ Workplace app and services which could provide further emotional and practical support.

Lisa's case manager contacted her GP for a copy of her medical records to complete the claims assessment. It was at this time that Lisa contacted Aviva again to confirm she'd been diagnosed with a second benign tumour. For Lisa it felt like her journey was starting again. Her case manager reminded her of the additional support available through the policy and reassured her of the claims process.

Once Lisa's medical information was received the claim was assessed and a Group Critical Illness payment released to Lisa within 8 working days.



Lisa had this to say:

“ I thought the service provided by Aviva was fabulous and I cannot fault the support I received from the team. From

the first phone call when I said, “I have this policy and I've had this done- within an hour I had received the forms and returned them. From that moment on my case manager was outstanding”

“This money will help me to explore the options of buying my own home as I am currently renting”

“I've been telling everyone to take out a critical illness policy, you just don't know what's around the corner”. ”

Lisa, Senior Assistant, 54 at time of claim.

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