The right support, at the right time

Our 'Be Well. Get Better. Be Supported.' framework provides a comprehensive health and wellbeing support package for both the everyday and the moments that matter the most. Helping clients and their employees through whatever life brings.

Be Well.

We believe that good work is beneficial for health and that's why we provide comprehensive support to help employees to 'Be Well' and remain healthy and, where possible, stay in work.

Employees using our EAP have provided their employers with a:

21% reduction in presenteeism

24% reduction absenteeism and workplace distress

Employees using our EAP have benefited from:

25% increase in life satisfaction.

13% increase in work engagement.

Delivering quality care to help employees stay healthy:

4.5 out of 5 satisfaction score, means the support is meeting their expectations.

57 Net Promoter Score (NPS)means employees are receiving a great service from the Virtual GP and online Physio practitioners.

Get Better.

We realise that sometimes the unexpected happens. When illness or injury strikes our team work hard to deliver tailored, individual care to employees covered by our group income protection from the start, where appropriate, giving them the opportunity to return to work sooner.

In 2025, our active intervention enabled:

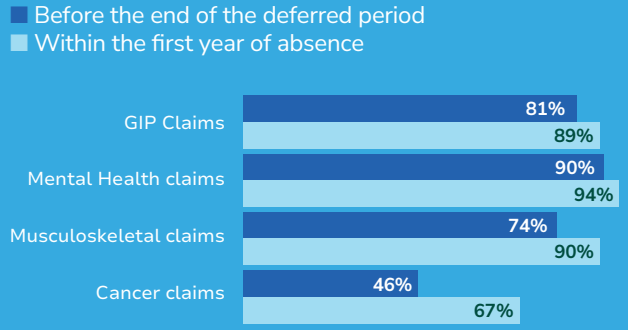
968 Employees to return to work within the deferred period

273 further employees were able to return to work following a period of benefits and with the help of our active intervention

1,968 Psychological and physiotherapy treatments were also arranged and paid for by us

Delivering positive outcomes

Group Income Protection (GIP) claims (% of employees able to return to work)

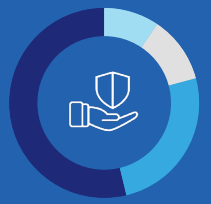


Be Supported.

When the unexpected happens. Where possible, we provide fast claims payments to ensure employees and their immediate family have one less thing to worry about.

Claims payments, ensuring that there's one less thing to worry about:

Group Life



Total paid £284.0m
Top 4 claims paid:
1. Cancer
2. Heart disease
3. Neurological
4. Respiratory

Average claim paid: £201,032

Group Income Protection



Total paid £82.3m
Top 4 claims paid:
1. Cancer
2. Neurological
3. Musculoskeletal
4. Mental Health

Average claim paid: £22,610

Group Critical Illness



Total paid £29.5m
Top 4 claims paid:
1. Cancer
2. Heart Attack
3. Stroke
4. Multiple Sclerosis

Average claim paid: £83,815

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