



A Helping Hand with wellbeing

If you choose a Royal London Menu Plan, you'll have access to **Helping Hand**. This includes online access, for the plan owners, to a range of hand-picked wellbeing services - so you have the help you need to stay fit and healthy. Helping Hand is there for you, whichever stage in life you're at, and as a plan owner it doesn't cost anything extra to use.



Once your plan starts, you'll get an email from us inviting you to register for My Royal London, our customer portal. From there you'll be able to register with our health assessment partner, LiveSmart, to use the Helping Hand wellbeing services.



Complete LiveSmart's brief digital health questionnaire for access to all services. To access our HealthHero service only, you don't need to complete the questionnaire.



You'll get a personalised health report from LiveSmart including tips on how to improve your health or reach your health goals.



From there, you have full access to our online wellbeing partners who can help you manage your physical and mental health. And you can download apps to your phone, ready for when you need them.

Rest assured, any information you share with our wellbeing partners won't affect the terms of your Royal London plan, or be taken into account if you need to make a claim.

Your online wellbeing services include:



HealthHero:

24/7 access to GP consultations by experienced, NHS practising doctors.



Thrive:Mental Wellbeing:

A confidential app which helps prevent, detect and manage mental health conditions and build resilience. It offers tailored goals and support using evidence-based tools and techniques.



TrackActiveMe:

Created by physiotherapists, this app helps assess a musculoskeletal problem such as muscle, joint or spinal pain, and gives you physiotherapy advice and personalised exercises.

To find out more about Helping Hand, talk to your financial adviser.

Helping Hand is a package of support services and each service is provided by third parties that aren't regulated by either the Financial Conduct Authority or the Prudential Regulation Authority. These services aren't part of our terms and conditions and don't form part of your insurance contract with us, so can be amended or withdrawn at any time. This means that you or your family's access to these services could be amended or withdrawn by us in the future.



Royal London
royallondon.com

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