

The Generali Advantage

Introduction

Placing your Employee Benefits contracts with Generali opens the door to a wide range of market leading products. Our specialist local knowledge in over 100 countries and trusted value-added services are designed to support the health and protection insurance needs of the modern workforce. You will find an outline of some of these products and services below. Further information on our international products and services is available at <https://geb.com>.

- For more information on our UK added value services [click here](#) to view wellbeing *brochure. *(best viewed in [Chrome](#) or [Firefox](#) browsers).
- For more general information and supporting literature, visit our website <https://generalico.uk/eb>
- To speak directly with a representative, please call +44 (0) 207 265 6309 or you can contact us via email: eb.enquiries@generalico.uk

Wellbeing Investment Matching

Helping make new targeted wellbeing initiatives more accessible and affordable to our Income Protection clients. [Click here](#) to read more.

Wellbeing Communications Hub

The Wellbeing Communications Hub is an online portal which allows our UK clients to easily and quickly produce customised, self-branded EAP, Best Doctors, Eldercare Support Service and other employee engagement materials with zero or very limited cost. Clients can choose to insert their own logo and messaging into pre-approved Generali wellbeing member leaflets / posters etc, or use existing Generali branded pieces.

The Hub allows easy editing & production of a Wellbeing Pack, including information leaflets, posters, member cards and a self-branded presentation folder. It requires no marketing or design expertise, so it's perfect for a busy Compensation & Benefits or HR manager at a mid-sized client or SME, with limited time/resource.

The Wellbeing Communications hub also allows clients to order professionally printed supplies of their customised materials or the pre-printed Generali branded materials, in small quantities or in bulk, directly from our trusted print partner. Alternatively, clients can download electronic versions (.PDF) for distribution to employees via email / intranet etc. For more information, download the [quick user guide](#) (which also includes the print-materials price list) from our website.

If you would like to try the Hub for yourself, please follow the 'New User' instructions on the login page <https://generalico.uk/wellcomms>



UK Added Value Services

Best Doctors

Best Doctors connects employees and their household to the best minds in medicine to help ensure they get the right answers about a medical condition, diagnosis or treatment plan, assisting them in making informed medical decisions. Best Doctors is provided as a standard feature of the Generali UK Group Income Protection (GIP) product at no additional cost to the policyholder. Eligibility extends to all UK employees of our UK GIP policyholders and their eligible dependants. This includes full access for those UK employees not currently insured under the policyholder's GIP plan, and their eligible dependants. For further information and supporting literature please visit <https://generali.co.uk/bd>

Employee Assistance Programme

Generali offers free access to a high quality online and telephone-based Employee Assistance Programme (EAP) delivered by Optum. The EAP is a fully confidential resource offering fast access to advisory and counselling services, information and support, 24/7, 365 days a year, via a free-phone number, dedicated web portal and new smartphone app. The telephonic EAP is provided as a standard feature of the Generali UK Group Income Protection (GIP) product at no additional cost to the policyholder.

Where calls are of a mental health nature, callers are triaged in case face to face counselling is deemed likely to be of benefit and, subject to permissions given, basic details of struggling individuals are passed to our claims management team to authorise funding if appropriate, or for them to refer onto HR for authorisation.

Eligibility extends to all UK employees of our UK GIP policyholders and their eligible dependants. This includes full access for those UK employees not currently insured under the policyholder's GIP plan, and their eligible dependants; now including non-household-resident dependant parents as part of the Eldercare support service. For more information and supporting literature please visit our website <https://generali.co.uk/eap>

Employee Assistance Programme - Face to Face Model

Generali UK Group Life and Group Income Protection clients also have access to highly competitive preferential rates for Optum EAP services starting from just £3.49 for a 4-session face-to-face counselling model. Although usage is often very low, we appreciate that a face to face model is sometimes the preferred route for our clients, should this be the case, please let us know. For more information on EAP models with face-to-face counselling sessions, or for non-GIP members, per-session rates in respect of our GIP policyholders, please contact us via email eap@generali.co.uk

Claims Management

All Generali UK Group Income Protection policyholders have access to our experienced and dedicated team of claims assessors. Working together with our carefully selected third-party providers we ensure absences are kept to a minimum and often prevented altogether. We work closely with our policyholders and/or intermediaries to regularly monitor employee absence and identify early interventions appropriate to the individual's circumstances, including day zero (prior to absence) paid-for services. For more information regarding the process, interventions and third party providers please visit the [claims & servicing](#) page of our website or contact us via email at eb.enquiries@generali.co.uk

Eldercare Support Service

The Eldercare Support Service (ESS) available to Generali UK GIP policyholders, gives all employees, whether insured or not, access to an Occupational Therapist report should their UK resident parent suffer an unplanned overnight stay in hospital. This report is designed to provide useful information to the parent and / or employee including what home assistance is needed and what is available from the local NHS trust or social care services etc. ESS also gives the non-household-resident dependant parents of all employees access to the Generali telephonic EAP service and several valuable services from Best Doctors. For more information and supporting literature please visit <https://generali.co.uk/ess>

Employee Benefits Network

Multinational Pooling and Captives

Generali UK is a proud member of Generali Employee Benefits (GEB), a Network that provides top quality employee benefits plans in more than 100 countries. Generali UK Group Life and Group Income Protection policies are eligible to participate in international programmes (e.g. multinational pools and captives) which help companies contain costs and enhance their global coordination of benefits programmes. For more information and supporting literature please visit <https://geb.com>

International Health Insurance

In response to the medical needs of mobile employees, Generali Global Health has developed Global Choice, an International Health Insurance solution for groups with internationally mobile people. Its simple design gives the flexibility to mix and match different levels of cover to suit an organisation's needs. It even allows workforce segmentation to give employees the right level of cover for their assignments. For more information and supporting literature please visit our website <https://generali.co.uk/ggh>

Employee Benefits for Expatriates and Pan-European Groups

Multinational companies employing mobile personnel, expatriates or third-country nationals have access to a competitive product offering including Group Life, Critical Illness, Disability, Healthcare and Flexible Corporate Savings / Pension Plans. Our clients can also benefit from a qualified Pan-European solution for Life and Disability, covering cross-border groups within the European Union. For more information and supporting literature please visit our website <https://generali.co.uk/>

Additional Services

Information and Subscription Services

If you would like us to keep you updated on Generali products and services please [register your contact details](#) and UK communication preferences on our website. You may also like to opt-in to receive our popular [employment law newsletter](#) to assist you in staying informed of various current employment law issues.

ISO27001 Information Security Certification

Generali UK Branch has been re-certified ISO 27001 compliant for a further 3 years, as at July 2017. ISO 27001 is an accredited certification evidencing our commitment to information security. Prospective customers are perennially concerned about the threat of fraud, unauthorised disclosure of personal information as well as the prospect of reputational damage. ISO 27001 certification should assure our clients and counterparties that Generali has introduced effective information security processes and that as an organisation we are committed to doing everything in our power to maintain information security. To learn more please visit <https://generali.co.uk/>

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