

Unum Group Critical Illness Cancer Support Service



The Unum Cancer Support Service is available to you (and your partner, providing they are eligible) and provides enhanced support if you are diagnosed with cancer. Unum partners with Reframe, who are expert providers of personalised cancer support, to deliver this service.

Helping you navigate your cancer experience.

Reframe services are tailored to provide support where it is needed, giving you greater choice and control over your experience.

- 1

First contact

As soon as you are diagnosed with cancer, email or call Reframe, who will get you registered and start supporting you immediately.

- 2

Understanding your situation

Reframe will assign you a dedicated Cancer Support Manager, who supported by a Cancer Nurse Specialist, will help to help you better understand your diagnosis and situation.

- 3

Identifying your options

Reframe will help you understand the options available to you, whether you are receiving treatment privately or through the NHS.

- 4

Moving forwards

Reframe will provide ongoing support, tailored to your cancer type, changing needs and concerns



Reframe are there for you with the support you need

- ✓ Offering 24 months of bespoke support personalised to your needs
- ✓ Giving access to a funded second opinion and pathology review
- ✓ Practical support with coordinating appointments and helping find accommodation or transportation if needed
- ✓ Giving you a helping hand with everyday life where you feel overwhelmed
- ✓ Sharing trusted verified, clinically reviewed resources and local services
- ✓ Listening and being there for you when you've had a tough day
- ✓ Looking to the future and working towards your objectives, goals and life after cancer

A diagnosis can be challenging. But your care shouldn't be.

Your experienced Reframe team will assist, help, and prepare you for every step.

- Dedicated Cancer Support Manager – feel secure in the knowledge you have a consistent guide along your cancer journey.
- Nurse Specialist access – cancer expertise quickly available for in-depth medical queries.
- By your side before and after your consultations, Reframe will help you consider what's important for you and the questions to ask your clinical team at appointments
- Ongoing support – we'll check in regularly, and with our wellbeing assessment we'll discuss how you're feeling and what your current priorities are.
- Personal portal – quick access to an easy-to-use platform, centralising the information you need and making it easy to stay in touch.
- Provider recommendations – working with you to find local, reliable partners and service providers including nutritionists, physiotherapists, specialist support groups, coaches and counsellors where needed.

How to contact Reframe

Call us

0207 965 0290

Lines are open Monday to Friday,
9am to 5.30pm.

Alternatively, email us at
unum@reframe.co.uk

All calls are recorded and are confidential,
no information will be shared with your
employer or Unum.

About Reframe

The Unum Cancer Support Service is offered by Reframe, a UK provider of personalised cancer support. Feel the relief of knowing that you have bespoke clinical and emotional support, as well as practical help with everyday life, from an experienced team that truly cares. For more information, please visit www.reframe.co.uk



The terms on which this service is being provided have been agreed between Unum and your employer.

Access to the Cancer Support Service is facilitated at no cost by Unum. Unum is not the provider of the service, but retains the right to withdraw or change the service at any time.

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