



Your physical wellbeing matters

We recognise how important our physical health and wellbeing is, we know good health shouldn't ever be taken for granted and we're working hard to make sure we're meeting the needs of all our customers. This doesn't just mean giving you different ways of talking to us and accessing information, it means we'll seek to understand individual customer needs and, where possible, make it as easy as possible for you to deal with us and manage your policy.

If you come across any barriers that are stopping you from accessing our products or services, including accessible methods of communication, please get in touch so we can consider how we may be able to better support you.

We recognise, we might not be able to help in every circumstance and you may need specialist support we can't provide. Other organisations are better placed to offer wider practical and emotional support including:

The Disabilities Trust - A charity that works alongside people with brain injuries, autism, learning and physical disabilities to help them live independently. www.thedtgroup.org [0330 0581 881](tel:03300581881)

ABLEize - A website with 480 plus categories that connect disabled people, families and carers with support and service providers. www.ableize.com

Contact Offering support to families with disabled children. Providing support to allow families to make decisions that are right for them. contact.org.uk [0808 808 3555](tel:08088083555)

Scope Telephone and other information services on all aspects of disability. www.scope.org.uk [0808 800 3333](tel:08088003333)

Macmillan Cancer Relief Cancerline - Support, care and practical and emotional support for people living with cancer including families, friends, carers. Also produce leaflets and booklets.

- www.macmillan.org.uk [0808 808 0000](tel:08088080000)

The NHS website - Health guide to conditions, symptoms and treatments, including what to do and when to get help.

- www.nhs.uk

Other agencies which offer support and information

Supportline keeps information on other agencies, support groups and counsellors throughout the U.K.

- [Find out more at the supportline website](#)

Note : Zurich & G. Moore & Co. Ltd are not responsible for the content on external websites.

Crisis support and helplines

If you or someone you know is in a health crisis or emergency and you need medical help fast:

- Ring 999 to contact emergency services
- Go to your nearest Accident and Emergency (A&E) department

If it is not a medical emergency, but you still need urgent help:

- Ring 111 for professional health advice and guidance
- Make an appointment with your GP