



Cancer companion.

Welcome. This brochure provides you with information on Cancer companion and the support it can provide in your cancer journey.



*Fidelity Life has an A- (Excellent) financial strength rating from A.M. Best. The rating scale that this rating forms part of is available for inspection at our offices. For more information please visit Fidelity Life's [financial strength page](#).

A big dose of care.

Empowering your cancer journey with control, confidence and care.



What's Cancer companion?

Personalised support that equips you to navigate your diagnosis with control, confidence and care. Cancer companion is brought to you by Osara Health, Teladoc Health and Fidelity Life.



What does it do?

Cancer companion complements existing treatment plans through a holistic, evidence-based approach¹. It gives options to better understand and process your diagnosis, formulate a lifestyle response and access one-on-one support.

¹Source: www.osarahealth.com & www.osarahealth.com/references

This data is extracted from our partner Osara Health (formerly known as CancerAid) in relation to their Cancer Coach Program in Australia.



What does it cost?

Cancer companion is available to Fidelity Life customers who have an active trauma cover and a cancer diagnosis. There's no additional cost for eligible customers to participate in Cancer companion.

Cancer companion

Brought to you by

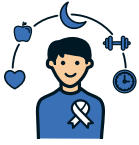


OSARA HEALTH



3 ways Cancer companion empowers you.

1. Cancer Coach.



Cancer Coach helps you take control of your health and lifestyle response, offering you support via a dedicated Osara Health Coach, plus a range of educational resources and techniques that are personalised to you.

How?

1. Your Osara Health Coach can help you to make positive adjustments to lifestyle factors of sleep, diet, exercise and mindfulness.
2. You'll be regularly provided with digital education modules equipping you with tools, resources and real-world coping strategies.
3. Access to the Osara Health app assists you to track and manage your symptoms.
4. Connect with the community feature to access articles and learn from others who have also experienced a cancer diagnosis and what's helped them.

2. Second Medical Opinion.



Helps give you confidence by connecting you to world-leading cancer specialists.

How?

1. A New Zealand registered clinician will learn more about you and your medical history.
2. Your diagnosis will be shared with a world-leading cancer specialist in the Teladoc Health network. They'll review your medical information and provide assessment of your diagnosis and treatment plan.
3. You'll be provided with an easy-to-understand report that you can share with your treating doctors.

3. Mental Health Support.



Gives care and attention to your wellbeing with one-on-one therapy sessions.

How?

1. A Teladoc Health New Zealand-registered mental health professional will provide you with fast, confidential, virtual therapy in the comfort of your own home.
2. You'll access one-on-one therapy sessions to help you deal with the stress and uncertainty of what you're now facing and learn practical strategies to help deal with the mental load.
3. You'll have access to up to 3 sessions in total, with your first available within 10-business days of your intake call.

Key facts you should know.



Cancer companion gives you the choice to select up to 3 support options: Cancer Coach, Second Medical Opinion and Mental Health Support. Once you've enrolled, you decide which ones are right for you. You don't need to access all options.



Cancer companion is available to Fidelity Life customers who have an active trauma cover and a cancer diagnosis. Eligible covers include Trauma cover, Trauma multi cover, Critical care cover, Serious care cover and Lifecare cover.



Osara Health will hold your information, in line with their [privacy policy](#).



Cancer companion is available to all eligible customers. There is no additional cost to participate in Cancer companion.



If you're not sure, you can always give us a call to see if you're eligible.

Cancer companion is not available on Group trauma covers, Westpac life insurance policies or any other cover types, e.g. Life covers, Income protection covers, or Key person covers.

Other criteria:



- 18+ to use the 'Cancer Coach' and 'Mental Health Support' services.
- Living in NZ to use the 'Mental Health Support' service.

How do I access Cancer companion?

If you have an active Fidelity Life trauma cover and a cancer diagnosis, follow the steps below.

- 1 Contact your adviser or our claims team on **0800 88 22 88** or email us at **claims@fidelitylife.co.nz**
- 2 Log your diagnosis with us.
- 3 We'll send you an online enrolment form to complete.
- 4 Your name and contact information will be shared with Osara Health. Should you wish to access the Teladoc Health services, Osara Health will share your information with them.
- 5 Osara Health will contact you, at a time you choose, to discuss Cancer companion in more detail. **You decide what's right for you and where you want to start.**

Results.

A look at the positive impact of Osara Health's support on participants' well-being:



33%

of participants report an improvement in pain.



48%

of participants report an improvement in quality of life.



50%

of participants report an improvement in fatigue.



Participants are

73%

more likely to return to work and social activities.



97%

participant satisfaction

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Why choose Fidelity Life?

Since 1973, we've helped people live with more certainty, knowing that tomorrow's taken care of. Important to us, is our ability to stay relevant to you throughout your life. We'll be here as you change and grow, to celebrate your successes and support you when life doesn't quite go to plan.



Protecting your New Zealand way of life.

It's our promise to you. We love our place in the world and exist to look after New Zealanders like you.



Here when you need us.

Life doesn't always go to plan. Rest assured we want to pay your claim.



Like you, we're local.

Our friendly New Zealand based customer care team are here for you come rain or shine.



You're in safe hands.

Chances are we've helped a New Zealander near you. You can rely on us to be here for you when it matters most.



Our financial strength rating.

Issued by A.M. Best, our A- (Excellent) financial strength rating indicates our ability to pay claims.



Doing right by New Zealanders.

Every day we work to protect our environment, make a real difference to people, act responsibly and operate with transparency.

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Te Henga
Tāmaki Makaurau
Aotearoa New Zealand

Cancer companion is not a policy benefit and Fidelity Life reserves the right to discontinue it or amend the eligibility criteria at any time. Should you have already commenced participation in Cancer companion, however, and we elect to suspend or discontinue it, we will work together in good faith with CancerAid and TeladocHealth to ensure that you will continue to be supported until the conclusion of the service. You can read the [Terms and Conditions](#) for Cancer companion on our website.

0800 88 22 88
customerservice@fidelitylife.co.nz
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