

# <reframe>

**Strengthen your portfolio.  
Enhance your value.  
Increase your market share.**

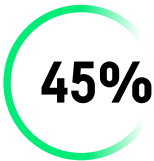


## Get closer to your customers with our health and resilience solutions

Future-proof your protection or health portfolio by delivering a more holistic proposition designed to meet your customers' expectations.

Our timely and hyperpersonalised support helps your customers regain control and recover faster from unexpected and life-changing health events.

Our innovative services can help you get closer to your customers, enhance your long-term value and retain your customer base.



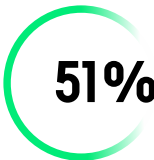
of consumers think the non-insurance offering is the most important factor when choosing an insurer

Deloitte, 2019



of insurance policies will come from new propositions by 2024

Deloitte, 2019



of people 'agree' that the employee benefits offered to them are highly relevant

Mercer, 2020

## Your business benefits



Enhance your protection or health proposition



Deliver a high performing and profitable portfolio



Attract, protect and retain your customer base



Demonstrate value beyond a claim or premium



Expedite and simplify your claims management process

## About us

We are a new kind of healthcare technology company that has been transforming the way individuals experience healthcare since 2012. Building on our experience in cancer care, our support is available to over 880,000 people in some of Europe's biggest organisations.

“Reframe has been a fantastic resource and having my own dedicated support team has been great. They gave me the support my hospital couldn't.”

A Reframe client

## Our services

We offer proactive and ongoing support for individuals facing, or caring for someone with, an unexpected or life-changing health event, navigating the NHS or private health services. Delivered by a dedicated support team to ensure their practical and professional needs are fulfilled and personal goals are achieved. Our service features include:

- **Info hub** - self-serve support for instant advice or resources
- **Support line** - expert guidance from nurses and concierge services
- **Case management** - resilience plan and ongoing support for up to 24 months\*

### Critical Support Programme

A comprehensive support service for people with a significant health condition such as cancer, musculoskeletal disorder, stress and anxiety or cardiovascular disease.

### Urgent Support Programme

A short-term service for people facing a severe and sudden illness, planned medical procedure, accident or unforeseen health emergency.

### COVID-19 Support Programme

A unique service for people whose wellness has been impacted by COVID-19.

### Carer Support Programme

A service to support and help build the resilience of people who find themselves holding significant responsibility for the care of another.

\*dependant on the programme and health event