

Help and support whenever you need it.

Sometimes, daily life can seem full of challenges. So it's reassuring to know you've got somewhere to turn when you need reliable information or support, and someone to talk to when things don't run as smoothly as you'd like.

As well as being able to offer you expert guidance on everyday matters, we're here for information and support with more serious problems too.

We can also give you guidance when you're experiencing a medical issue. And we're here whenever you need to talk about something more personal, such as when you're feeling upset, worried or stressed. We offer a completely free, confidential and impartial service.

Simply give us a call and let us know what issue you're facing, and we'll talk to you about the sort of guidance, information or support we can offer.

What help can I get?

Common aspects of life where we offer information, support and counselling include:



Home or work issues

We offer practical, impartial information and support on everyday matters ranging from financial and legal matters (such as dealing with debt, buying a house and consumer rights) to home and family issues.



Challenging situations

Whatever situation you're facing you can call us for support from our qualified practitioners. You can call us as many times as you need too – we're here 24/7 to take your call. Just talking about the problem over the phone can feel like a huge step forward.



Medical concerns

Simply call us and we can provide medical support to help reduce the stress of your medical worries. Whether you're calling because you have late night worries about your child's health, or you have some questions that you forgot to ask your GP, it's likely that we'll be able to provide you with the information and help you need.

How and when?



How often can I call?

You can call as often as you like - we're here 24/7 to take your call. And you can call about the same issue or different issues.

Freephone from the UK:

0800 531 6091

From outside the UK or a mobile:

+44 (0)141 559 6455

(Calls will be charged but a callback may be requested)

Textphone:

18001 0800 531 6091



Can I get information and guidance online?

Yes. You have access to our *be supported* website where you can access a huge range of information on a variety of practical, medical and wellbeing topics.

www.axabesupported.co.uk

Username: **policescotland**

Password: **supported**



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Talk to us
What happens when I call?

When you call us, you immediately talk to one of our fully trained and qualified team members who will direct you to the most appropriate support for your situation. Talking about the issue you're facing can be the first step to helping you make better sense of your concern or query.

We'll start by asking you a few questions so we understand what information you're looking for and what support you need.

We'll also ask for the name of your employer and some memorable information. This is just so we can keep a note of the organisations people are calling us from and also helps us to access your information quickly.

Your call is always completely confidential.

Your call is confidential
Will anyone else know I've called?

No. Our service is completely confidential and we won't tell your employer or anyone else that you've called. The very rare exceptions to this are if we think people might be a serious risk to themselves/ others or where we are legally obliged to do so.

What information does my employer get?

We think it helps employers to know the general kinds of things that their employees are calling about so they can provide more

support if needed. Every so often we will provide statistics to your employer on the number of people that have called about different types of issues, such as debt. Under no circumstances would any individual employee or family member be identified.

Do you need to know my name?

It's entirely up to you whether you want to give us your name or not. We don't need to know it, but people often tell us our service feels more personal if we can talk using first names.



The service is operated by the specialist Health Services division of AXA PPP healthcare. We're a leading provider of information, support and counselling for employees.

Your call may be monitored for quality and training purposes.

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When you don't know where to turn /
we're here to guide you



**Your 24/7
 confidential
 support service**