

# 24-HOUR CONFIDENTIAL COUNSELLING HELPLINE



One in four of us will experience a mental health problem in any given year<sup>1</sup>, but many still feel isolated, ashamed and unable to open up on their experience. It's inevitable that as individuals we will experience increased levels of stress in our lives and that naturally will affect our well-being.

We have put in place a confidential counselling helpline that is available 24-hours a day, 365 days a year, that you can call for free on **0330 100 7897**.

This service is available to yourself and your immediate family members (that live with you permanently), along with any children who are full-time students living away from home.

The service has been set up to encourage you to open up to talk about any issues that are causing you anxiety or concern, such as relationships, health issues, grief, or just about anything else.

Your reasoning for contacting isn't important, it's your well-being that is.

Free to call at any time

## 0330 100 7897

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### HOW DOES IT WORK?

- Call the helpline anytime, 24 hours a day, 365 days a year.
- Our team will assign a counsellor call to take place between 9am-5pm, Monday - Friday.
- The counsellor will assess your needs and assign further follow-ups, if needed.
- Counsellors will never call you direct, this ensures confidentiality.
- You can have 6 hourly sessions, over a period of 6 weeks, after which you will receive recommendations for ongoing treatment if required.

<sup>1</sup> <https://www.mind.org.uk/get-involved/time-to-talk-day-2022/>. This note is not intended to give legal or financial advice, and, accordingly, it should not be relied upon for such. This note has been prepared for Brokers and Policyholders of Pen Underwriting and should not be distributed to any third party. Should you require advice about specific insurance arrangements or specific claim circumstances, please get in touch with your representative at Pen Underwriting. Pen Underwriting Limited is authorised and regulated by the Financial Conduct Authority (FCA number 314493). Registered Office: The Walbrook Building, 25 Walbrook, London EC4N 8AW. Registered in England and Wales. Company Number: 5172311.