

Back to work support for ASU and Income Protection Customers

Workfriend is a service delivered by Renovo Employment group, one of the leading providers of telephone and web-based employment support that's both high quality and low cost. Each month, we help thousands of people secure new employment and overcome challenges at work.

For ASU, Income Protection and other policy holders, Workfriend provides a preventative rather than a reactive service, aimed at reducing the risk of the policy holder being out of work.

The Workfriend service has three distinct elements:

- Career coaching and counselling
- Assessment of claimant capabilities
- Effective back to work support.

Our approach is preventative. This means that the customer can access our services at anytime in relation to any matters that affect their working life. This could be barriers such as money and debt problems that are affecting their performance at work or supporting them to secure new employment prior to being at risk of redundancy.

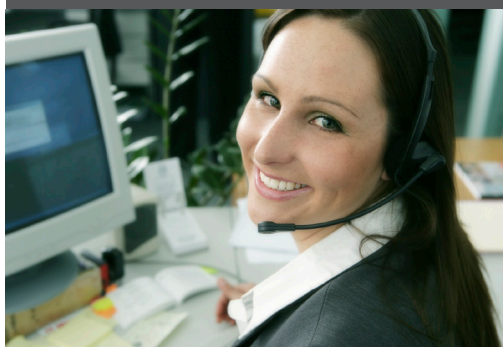
Our aim is to enable the customer to secure and sustain employment where they will be happy and fulfilled. For you, the insurer, we aim to reduce the number of claims by keeping the customers **in** employment and, in the event of a claim, reduce the claim period.

We achieve this by providing our support via a multi-channel service platform, making it easy for the customer to access support whenever, wherever and however they wish.

62% of customers return to work inside 12 weeks and 72% within 26 weeks



“It gave me back confidence and belief in my own abilities so that when I went to the meeting to secure the post, I was in the most positive mindset ever.”



24-Hour Support Lines

Workfriend's telephone helpline is open 24 hours a day, 365 days a year, so customers can get help exactly when they need it. As well as giving specific career coaching, our experienced professionals also provide emotional support, counselling, legal advice and money and debt counselling. They encourage callers to consider all their options and help them formulate an action plan. They can also access support via our phone app and social media sites.

Online tools and resources

Customers get 24-hour access to extensive resources on Workfriend, Renovo's online employment portal. The key features are:

- **MY SUPPORT** - advice and guidance on overcoming barriers to employment. Customers have a private (password protected) area where they can view their progress and communicate with their work coach or the Workfriend community
- **MY CAREER** - hundreds of videos, fact sheets and podcasts show what employers are looking for, plus a Career Pathway tool and an aggregated job search facility that automatically collates relevant job adverts from across the internet
- **MY SKILLS** - customers can assess and improve their skills and discover what's required for different industries and roles. They can access e-learning to gain additional skills.



Personal Work Coach

Every customer has their own, personal work coach who is available via telephone, email and SMS. The work coach will help the customer with CV writing, interview skills and job search, enabling them to make a swift return to work. They will also help them to rebuild their confidence and motivation, overcome barriers to career progression, resolve conflicts at work, identify opportunities for advancement and find training providers.

Working with you

Workfriend is a flexible support package that can be tailored to meet your needs. Pricing may be on a per policy or intervention basis. You'll also have peace of mind that:

- In the last 12 months, Renovo helped more than 20,000 people find work, stay in work or advance their career
- Renovo is accredited by the Department of Work and Pensions and has been awarded the Matrix Quality Standard for Advice and Guidance
- Our work coaches are trained rigorously and hold appropriate qualifications
- Our technology and telephony platforms are secure, robust and meet all legal obligations.

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For more details about the Workfriend back to work support services please contact us on:

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or visit www.renovo.uk.com