

# Helpline Services

**A range of helplines available to clients and their employees.**

Helplines offer specialist advice and guidance and are available to parties insured under NIG policies while the policy is in force.

## **Eurolaw Commercial Legal and UK Tax Advice**

- Confidential legal advice on commercial legal problems affecting a business
- Advice covers employment, VAT, contract disputes, landlord and tenant disputes and more
- Provides immediate advice from a qualified legal advisor, or a call back at a suitable time

## **Business Emergency Assistance**

- Help in the event of a business emergency
- Covers matters such as burst pipes or blocked drains, failure of the gas or electricity supply, roof damage, escape of water or oil from the central heating system
- Finds a relevant, reputable local contractor, for the insured to pay as normal

## **Emergency Glazing and Security Assistance**

- An efficient replacement service for fixed internal and external glass
- Also includes replacement locks or emergency security measures

**Offer these helpline services as part of your employee benefits:**

## **Counselling Service**

- A confidential service dealing with issues such as stress, depression, bereavement and relationships, with onward referral to relevant services
- Available to the Insured, their employees and their immediate family who permanently live with them, aged 18 years or over
- Helps improve productivity and reduce absence
- Shows additional commitment to employee welfare

## **Health and Medical Service**

- Health and medical support provided by a medically qualified person
- Covers issues such as sports and exercise, inoculations, complementary health, and finding doctors, clinics or treatment facilities

**Contact numbers can be included in your staff handbook.**

**Log on to [nigriskassist.com](http://nigriskassist.com) where you'll find helpline numbers or refer to your policy document.**

**If your broker has already registered your account, you will receive an activation email to begin.**

## **nig.com**

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