

Rehabilitation support to return to work

Customer Care Centre

For advisor use only.

RBC Insurance® Customer Care Centre adheres to a well-defined philosophy to guide its daily activities. An important component of its philosophy centres on the thorough, fair and objective evaluation of claims. The Customer Care Centre commits significant resources to ensure the effectiveness of its claim evaluation process.

Mary, a 28 year-old factory assembler for computer integrated circuits, developed a major depression following a personal crisis in her life. Her psychiatrist prescribed both counselling and medications, which gradually addressed the significant medical issues. After a period of intensive counselling and a measurable recovery, the assigned Customer Care Specialist discussed with Mary the subject of returning to work. Her file was referred to the Disability Management Services unit and further contact with Mary was made by one of the Customer Care Centre's Rehabilitation Consultants.

A local Rehabilitation Consultant was assigned to work with Mary and to develop a graduated return to work plan. In addition, Mary required support from the assigned Rehabilitation Consultant to address her illness as perceived by her co-workers and supervisor. Over a period of eight weeks, Mary's confidence improved and her work hours increased to full time.

For more information, please contact your RBC Insurance Sales Consultant or call 1-866-235-4332 or visit us online at www.rbcinsurance.com/salesresourcecentre

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