

Legal & General offer free care guidance service to nearly a million unpaid carers via Carers Trust

- Legal & General offers Carers Trust Network partners access to its Care Guidance Service free of charge
- The Care Guidance Service will provide online and expert 1:1 telephone support to nearly a million unpaid carers via Carers Trust

With the increasing demands on unpaid family carers, Legal & General is pleased to announce that its care guidance service will be made available free of charge for any unpaid carer supported by the Carers Trust Network.

Carers Trust is one of the UK's major charities for unpaid carers, working to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. Carers Trust has a long-established UK-wide network of partner organisations which offer additional support to unpaid carers in their areas.

Legal & General's Care Guidance Service is designed to offer practical and emotional support through a dedicated online hub and a confidential telephone advisory service. Service users of Carers Trust will receive access to a free 30-minute telephone session with a care expert, a state funding assessment, guidance on typical care costs, and education resources to understand the different care options available, along with how best to fund them. Following the consultation, the service also includes a summary of everything discussed, alongside a care guide tailored to the individual's situation and a list of relevant services.

"We are very pleased to have partnered with Carers Trust, who work to raise awareness of the issues faced by unpaid carers in the UK every day. We know from our own research that unpaid carers often have limited time and resources to find and understand the range of complex care options available to them.

"Care is seldom planned for in life and Legal & General's Care Guidance Service aims to provide help and guidance at every stage of the care journey, from finding care to funding options, and providing an expert team to direct carers to other sources of support where appropriate. We want to be there to help unpaid carers, paid carers and working carers, and by offering access to our Care Guidance Service, we hope we can provide emotional and practical support at a time of need."

Natalie Hyett, Programme Director, Legal & General Retail Retirement

"Carers Trust research shows how the pandemic and closure of local services has dramatically increased the caring responsibilities of unpaid carers right across the UK. But despite the significant pressures they are under, far too many unpaid carers are still left unsupported and unable to access the resources available to them. And as our recent research shows all too clearly, this is having a concerning impact on their careers, mental health and wellbeing.

"And in addition to all these pressures, we are now entering a time of financial stress and uncertainty with a cost-of-living crisis and soaring energy bills. So, Carers Trust is delighted to be working with Legal & General and providing our partners access to the range of support and guidance its Care Guidance Service offers."

Kirsty McHugh, CEO of Carers Trust

-ENDS-

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Notes to editors

About Legal & General

Established in 1836, Legal & General is one of the UK's leading financial services groups and a major global investor, with over £1.4 trillion in total assets under management* of which a third is international. L&G also provides powerful asset origination capabilities. Together, these underpin our leading retirement and protection solutions: we are a leading international player in pension risk transfer, in UK and US life insurance, and in UK workplace pensions and retirement income. Through inclusive capitalism, we aim to build a better society by investing in long-term assets that benefit everyone.

* at 9 March 2022

About Legal & General Retail

As of 1st January 2022, Legal & General Retail Retirement and Legal & General Insurance (our two retail businesses) have been combined into one division, Legal & General Retail to enable us to better serve the needs of our retail customers.

Legal & General Retail helps protect lives and futures of our customers; the division covers the savings, protection and retirement needs of our c12 million retail policyholders and workplace members. In 2021, we wrote £957 million of annuity premiums, and issued £848 million of Lifetime Mortgages and Retirement Interest Only Mortgages. Our Workplace pension platform served 4.4 million members, while in the UK we paid out a total of £1,133.8 million in insurance claims.

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