

Neil's Story

Age: 52

Occupation: Bathroom Salesman

Condition: Bowel Cancer



Here's Neil's story...

I have been a British Friendly member for around about 4 years. Unfortunately, around a year and a half ago, I became unwell, had pains in my belly. I consulted my GP about this pain who recommended that I went for a colonoscopy.

Based on the results of the colonoscopy Neil was diagnosed with stage 2 Bowel Cancer. He then had surgery to treat the cancer.

It was quite a long journey for me, but I had the peace of mind knowing that I had Income Protection cover in place for when I was out of work. Throughout my claim I was in touch with my dedicated Claims Manager – James - he knew my case very well, inside out. He was very empathetic, very understanding. I felt that I could talk to him about literally anything to do with my claim and he was exceptionally good.

As Neil neared a return to full-time work, his Claims Manager James rang to let him know about Recovery Support Benefit. A discretionary payment paid to long-term claimants, supporting them after they return to work. In addition to the weekly benefit he received during his claim, Neil received £1,292.32 as a Recovery Support Benefit payment.

Once I'd returned to work for a month, I received a Recovery Support payment to help me transition back to work - so it was very valid. Obviously being out of work, being sick and lacking in my mobility was a mental strain, but knowing that you've got something in place to pay your mortgage like

Income Protection gave me great positive experiences. It was great knowing that I wouldn't lose my house with my illness, therefore, if you're self-employed and able to afford it, it's a must.

Neil is now fully recovered and back to work

I had a rough ride, but knowing that if I have any issues and I'm off work, I can go to British Friendly and they would support me again I think is a great relief, knowing that I have got someone on my side.

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It feels good to be covered