



Legal & Bereavement Services for Your People

Benefits to support your people at every stage of life



Affordable legal services
Professional bereavement support
Grief & bereavement training

Complete Legal & Bereavement Support for Your People

Established in 2015, Adroit Legal Services is a complete benefits provider to major employers, including those in both the public and private sectors throughout the UK.

Connecting employees and customers with quality-assured, **affordable legal services** and practical bereavement guidance, Adroit – and not-for-profit sister company, the **National Bereavement Service** – helps your people to navigate life's challenges and milestones while protecting their interests, and the interests of those they care about.

Adroit's team works alongside you to launch your benefit, continuing to drive engagement through a unique package of support that helps you and your people to get the most out of your investment. Legal benefits by Adroit are delivered with customer service excellence for reassurance that your people, their families and their properties are in safe hands.

Affordable legal help when it's needed most

- Tried & tested, quality-assured panel of private client legal specialists
- Benefits packages tailored to your organisation
- **FREE** initial, 'no obligation' consultations
- Discounted legal fees
- **FREE** simple Wills or Will reviews for the first 3 months of your benefit
- Fast response times & accessible points of contact, face-to-face or online
- Legal services accessible UK-wide, including Channel Islands & Isle of Man
- **NEW!** Wills & estate planning services in ROI
- Multi-channel launch & engagement support that gets more out of your benefit
- Comprehensive, educational & informative webinar programme

Did you know?

2 in 3 people have experienced at least one legal issue in the last four years. Do your people have access to trusted legal support when they need it? **The Law Society - Legal Needs Survey 2023**



Tailored Legal Benefits for Life

Benefits packages by Adroit Legal Services are bespoke to suit the needs of your people and your organisation.

With dedicated 0800-number helplines, co-branded microsites and experts across the UK, your people have **quick and easy access** to trusted and experienced professionals while your organisation benefits from clear, structured pricing and value-add support.

Our legal panel undergoes strict vetting and monitoring, ensuring that your people only work with recommended advisers, no matter the advice they're looking for.

Legal services

Adroit's benefits make access to quality legal services **affordable** and easy to navigate.

Available throughout the UK, including Scotland, Northern Ireland, Channel Islands and Isle of Man, and with no call centres, tricky apps or long delays, your people are quickly connected to legal services at **exclusive, discounted fee rates** from specialists in:

- Will Writing & Estate Planning
- Probate
- Lasting Powers of Attorney
- Conveyancing & Property
- Divorce & Family Law
- Litigation
- UK Immigration
- Road Traffic & Driving Offences

Engagement support

We know how important it is that your people engage with your benefits programme. When you're ready to launch your Adroit benefits, support from our team increases awareness, engagement and seamlessly integrates our services into your organisation, with activity from launch and beyond including:

- Co-branded or white-labelled digital and/or printed literature, such as briefing documents for your people & managers about what's included with their new benefit
- Copy for your intranet, newsletters, email campaigns, social media, websites & other comms, including joint PR
- In-person & online support, such as pop-up wellbeing & benefits events, FAQ sessions, webinars or podcasts
- Comprehensive webinar programme featuring key topics such as Will writing, Lasting Powers of Attorney, probate, conveyancing & family law issues
- Transparent monthly management reporting on how your people are using their benefit
- Content marketing calendar & social media that continue to educate & inform your people about their benefit & important legal topics
- Colleague case studies, so your people can see how peers have benefited from Adroit's services
- Bespoke stakeholder presentations, webinars & video recordings on request

The National Bereavement Service

The not-for-profit National Bereavement Service provides practical and emotional support for bereaved people, accessed through a dedicated free helpline for your organisation.

Every bereavement is different. Whatever situation they may be facing, help from the NBS will guide your people through the **practical aspects of dealing with a death**, explaining what to expect and what happens next, as well as sourcing emotional support that may be needed.

Led by trained bereavement advisors with lived personal and professional experiences, employee and customer bereavement support from the NBS is a valuable resource at what may be the most challenging time of someone's life.

FREE Employer Bereavement Toolkit! Every Adroit employee benefit package includes our employer bereavement booklet and a template bereavement policy, helping you to support bereaved colleagues better.

Help, guidance & support after someone has died

Do your people know what to do when someone dies? From arranging a funeral to looking after a house or other property, the NBS provides practical, **experienced guidance** about what happens next, what to do and where to find more help.

By phone, email or online chat, NBS advisors provide **unbiased**, independent and empathetic support to grieving and bereaved people in any circumstances, including after a suicide, unlawful death or unexpected, sudden death, such as:

- The legal steps to take after a bereavement
- Guidance in understanding & navigating the probate process
- Finding a funeral director, making arrangements & paying for a funeral
- Finding & applying for bereavement benefits, such as the Bereavement Support Payment or Funeral Expenses Payment
- Signposting to other organisations for more support, including emotional help

Did you know?

More than half (56%) of employees would consider leaving their employer if treated badly following a bereavement.

NCPC Dying Matters – Life after Death bereavement report 2015



Professional Bereavement Training for Your Workplace

The National Bereavement Service, together with Adroit Legal Services, delivers comprehensive professional bereavement training for organisations across the UK, in sectors ranging from housing associations, universities and local authorities to healthcare providers, financial institutions, utilities companies and retailers.

Delivering **essential communication and people management skills** for customer or client-facing teams, as well as HR and line managers, mental health first aiders, volunteers and those regularly working with people, bereavement training sessions are co-branded, **interactive** and accessible for all.

- Bespoke training sessions designed to suit your organisation
- Understanding what to do when someone dies
- How to help & **communicate appropriately** with someone who is grieving or bereaved
- Support for employers in creation and implementation of bereavement policies
- Training delivered online or face-to-face by experienced trainers

What our clients say:

"Thank you for the exceptional bereavement training... The training has been very well received and has created a great deal of discussion about this really important subject. The NBS training has provided us with a strong foundation on which to build. Thank you once again."

Powys Teaching Health Board

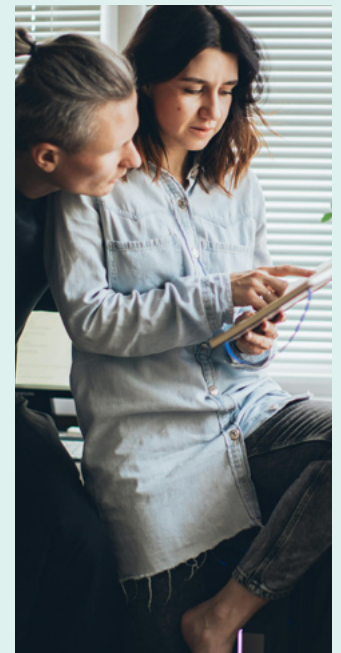
"The Customer Service teams have given great feedback about the usefulness of the information, the way it was delivered and the excellent slides and handouts. They have said that they feel much more confident and comfortable when speaking to bereaved people now, which is great! Most importantly, I am confident that our customers will feel listened to and better supported when they contact us."

Northumberland County Council

Did you know?

1 in 3 line managers would welcome help on how to support bereaved employees.

Marie Curie – Respecting and supporting grief at work report



Who we work with

Adroit's services are packaged as employee and customer benefits to hundreds of thousands of people across the UK, working with organisations of all shapes and sizes across any sector.

Making a lasting, positive impact for UK organisations

National Retailer [John Lewis]

A complete benefits package including bereavement support and access to quality, discounted legal services.

Services delivered using a combination of digital, print and face-to-face communication, identifying members of the workforce most likely to need support and distributing targeted communications to those people.

How did we help?

In 2023, over **3,500 employees** saved more than **£185,000 in legal fees.**

Over **1200 free wills arranged** for Partners and retired Partners

Housing & Care Association [Sanctuary Housing]

Comprehensive benefits package comprising discounted private client legal services and bereavement support.

Launch and engagement support increased awareness of benefit amongst colleagues, including popular bespoke webinar series, microsite, printed literature, dedicated helpline and competitions.

How did we help?

In the first year of launch, colleagues benefited from combined savings on legal fees of **over £44,640.**

100% of webinar attendees say their knowledge and awareness of legal topics has improved after each session.

Our Clients

Sanctuary



Testimonials

Their work goes far beyond bereavement guidance in their efforts to support our patients, medical team and supporters.

Their guidance is both free and impartial with the client's best interests at the very heart of what they do, as well as supporting our free Will initiative across the country.

Their nationwide coverage and their ability to act quickly compared to the majority coupled with their compassionate nature sets them apart, and we would have no hesitation in recommending them...They provide a caring yet professional service which aligns perfectly with our ethos and values as a UK charity.

Paula Chadwick -
Chief Executive
Roy Castle Lung Cancer Foundation

This suite of services now offers our Partners a comprehensive package when having to deal with legal matters, which aligns itself to our company's moral and ethical constitution.

It is important to us that Partners are treated with delicacy and respect in their time of need, regardless of situation, and Adroit carry this out with diligence, dedication and care. They are not a pushy sales organisation - their aim is to help everyone, which is exactly what we were looking for.

Stacey MacDougall -
Partner & Head of Emotional Health & Wellbeing
John Lewis Partnership

From initial discussions right through to launch, Adroit have provided professional advice, and supported in the roll-out of this benefit to our colleagues.


With regular dialogue and a collaborative approach to providing an innovative communications plan for 2022, we know this benefit will go from strength to strength, to help our colleagues plan for their future and provide support when faced with some of life's most challenging moments.

Sophie Smith
HR Director
Aldi UK



Contact us to find out how our legal and bereavement packages will make a lasting and positive impact for the people important to your organisation:

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