

# TRAUMA CONCIERGE

Counselling for everyone affected

These are the incidents we refer to the Trauma Concierge:



Armed robbery



Hijack or attempted hijack



Theft or attempted theft\*



Burglary\*



Car accident involving a fatality



Fire\*



Stolen and recovered vehicle\*

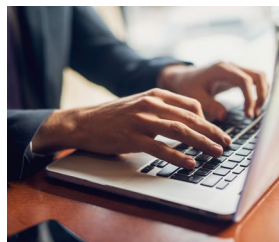
*\*The benefit offers counselling when an incident has caused a traumatic experience for you or your family.*

When you have to claim from your insurance plan, there may be an emotional aftershock after a distressing accident, hijacking, burglary, fire or loss of sentimental, hard-earned possessions. This is why the Trauma Concierge service is there.

## COUNSELLING IS FOR EVERYONE AFFECTED BY THE TRAUMA

- The counselling is extended and limited to members of the household and domestic staff.
- Each individual receives four counselling sessions.
- For affected children up to age 12 years, we arrange specialised counselling with a trained psychologist, a counsellor for children or even a clinical psychologist.
- The service is available at no extra cost.

## HOW IT WORKS



### Step 1

An email goes to the Trauma Concierge on [DItraumaClaims@discovery.co.za](mailto:DItraumaClaims@discovery.co.za) from the emergency control room or Claims Department.



### Step 2

The Trauma Concierge contacts you about the support we can offer.



### Step 3

The Trauma Concierge contacts Netcare or another appropriate service provider to book a counselling appointment for you.

Meet **Thalaga Kgomo**, our Trauma Concierge.

