



Support Crew Adviser Email Copy

Key objective: Provide more detailed information about Support Crew, so an AMP advisor can:

- learn more about Support Crew
- feel confident enough with Support Crew to directly connect the AMP Case Manager with the customer so that the Case Manager can discuss Support Crew with the customer directly and offer to set-up a Support Page for them.

Key outcome: AMP customers can receive the best possible emotional, financial and practical support from friends and family during claim time.

Email Copy for AMP Advisor

Subject: More information about Support Crew

Hi [AMP Advisor name],

Thank you for chatting to me about [customers name] and what AMP in partnership with Support Crew can do to help while [he/she] is [off work].

As discussed, AMP is here to help and it's important to us that [customers name] and [his/her] family can easily co-ordinate and receive the help that [he/she] would need during claim time and beyond. As promised, I've included some information about Support Crew here: <http://www.supportcrew.co.nz> and have attached a brochure for your information.

What is Support Crew?

AMP has partnered with Support Crew to offer [customers name] a free online support platform to easily co-ordinate meals, transport or any other support that may be needed from friends and family.

What can a Support Page be used for?

A Support Page is free and private*, and it makes it easy for [customers name] to get the help that's needed. [Customers name] can invite friends and family, near and far to the page to easily co-ordinate the help and support that may be needed over the next few weeks or months. [Customers name] will also be able to:

- Communicate with friends and family in one place
- Easily manage visitors and phone calls
- Identify and add 'need requests' for things that [customers name] and [his/her] family may need help with.

I'd like my customer to be offered a Support Page – what do I do now?

Please get in touch with me and I will talk further to [customers name] about how it works and to offer to help set up [his/her] Support Page.

**Please note: Any information that's provided on a Support Page will remain strictly confidential between the customer and Support Crew. AMP has no visibility or access to a Support Page or any information or data on it. Please refer to Support Crew's privacy clause (no. 6) in their Terms [here](#).*

Thanks so much,
David/Helen/Shawn