



Support Crew Email Copy for Spouse, Family Member or Friend

Key objective: Provide more detailed information about Support Crew, so an AMP customer's family member/friend can:

- learn more about the Support Page set up for them by an AMP CM, or
- make an informed decision about whether to set-up a Support Page themselves or ask someone to create one for them.

Key outcome: So AMP customers can receive the best possible emotional, financial and practical support with the help of a family member/friend during claim time.

Email Copy with information for family member/friend

Subject: How Support Crew could help

Hi [spouse, family member/friend],

Thank you for your time today. As discussed, AMP is here to support our customers and their friends and families so, it's important to us that you are able to easily co-ordinate the help that may be needed during this time.

As promised, I've included some information about Support Crew here: <http://www.supportcrew.co.nz> and I've also attached a brochure for your information.

What is Support Crew?

AMP has partnered with Support Crew to offer Support Crew to AMP customers and their families. Support Crew is an online support platform that easily co-ordinates the meals, transport, child care or any other support that's needed.

Support Crew is a free platform designed to help anyone dealing with a life event. Often at times like this everyone close to you wants to help but doesn't always know how. Support Crew makes it easy to ask for the help that's really needed and show loved ones exactly how they can help.

Often help and support is being provided anyway but without an easy way to manage it. Now with a private and personal Support Page on Support Crew, you'll have an online rostering tool that can make sure you get the child care or transports that you really need, rather than a freezer full of lasagne.

What can a Support Page be used for?

A Support Page is free and private*, and it makes it easy for you to get the help that's needed for the [Customer's family name e.g. *Brown family*]. You can invite friends and family, near and far to not only co-ordinate the help that's needed over the next few weeks or months but you will also be able to:

- Communicate updates with friends and family in one place
- Manage visitors and phone calls
- Co-ordinate offers of help
- Make requests for help with tasks that the [Customer's family name e.g. *Brown family*] may need help with.

I'd like to set-up a Support Page – what do I do now?

If you'd like to create a Support Page, head over to: <https://app.supportcrew.co.nz/> and you'll be guided through the process and a Support Page can be set-up within minutes.

You could also ask a loved one to set-up and manage a Support Page for you. They will likely be the ones keeping an eye on you anyway and will now have one place to manage all those offers of help.

I'm also happy to create a Support Page for you. Just get in touch if you'd like me to do this for you, or if you'd like more information about Support Crew.

**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