

OUR FINANCIAL PARTNERS



During this uncertain time, Macmillan is continuing to work in partnership with a number of financial services institutions to support customers who may be impacted financially following their cancer diagnosis. Below is a summary of the financial support available to patients through our corporate partners, so please do signpost as appropriate.

If patients have an account with [Lloyds Bank](#), [Halifax](#), [Bank of Scotland](#), they can speak to their Cancer Support Team. If they bank with [Nationwide Building Society](#) they can call and speak to their Specialist Support Team. These services may be able to help people living with cancer who are having money problems. For example, if they are struggling to meet their mortgage, loan or credit card repayments. They can reach these teams by calling the numbers below.

Lloyds Bank: Call us free on [0800 015 0016](#) (Monday to Friday, 9am to 5pm)

Halifax: Call free on [0800 028 2692](#) (Monday to Friday, 9am – 5pm)

Bank of Scotland: [0800 015 0166](#) (Monday to Friday, 9am to 5pm)

Nationwide Specialist Support team: [0800 917 2393](#) (Monday to Friday, 9am - 5pm)



Many people have insurance in place to protect them from the financial impact of cancer, however one of the main challenges is the processing time it takes for a critical illness claim to be processed. During this time the impact of both cancer and Covid-19 could have a significant impact on someone's financial situation.

Macmillan is working with insurance companies Aviva and Scottish Widows in addition to Clinical Nurse Specialists (CNSs) to address this. Within these partnerships, CNSs - rather than the patient's consultant - provide the evidence required by the insurer. You may be contacted by Aviva or Scottish Widows who will ask for your support in verifying a patient's diagnosis, and we would really appreciate your support in helping to speed up this claim. As a result, we are able to reduce claims processing times from 60 days to an average of 17 days.

We would like to thank all of the CNSs who have been involved to date for the considerable impact this is having for people affected by cancer.



There is also support available for customers of the Natwest Group of banks during the coronavirus crisis.

They have created a dedicated support line for customers most in need. Their team of experts are available to help customers set up online and mobile banking and to help with emergency banking, lending assistance and accessing cash safely. The support line is open 8am – 8 pm, 7 days a week and is free to call:

NatWest – [0800 051 4176](tel:08000514176) (Relay UK – 18001 0800 051 4176)
personal.natwest.com/helpmetobank

Royal Bank of Scotland – [0800 051 4177](tel:08000514177) (Relay UK – 18001 0800 051 4177)
personal.rbs.co.uk/helpmetobank

Ulster NI – [0800 092 4238](tel:08000924238) (Relay UK – 18001 0800 092 4238)
digital.ulsterbank.co.uk/helpmetobank

They can also issue a code over the phone to customers who are self-isolating, which can be given to a friend, neighbour or volunteer to withdraw an agreed amount of cash from an ATM within the next three hours. Customers in vulnerable situations also now have the option to get cash delivered securely to their home address.

If you have any questions about any of our financial partnerships, please contact George Michell, GMichell@macmillan.org.uk.