

The Reactiv® program's objective is to help you understand your reactions. Its services are there to help you assimilate the event in a positive way and quickly develop tools to react appropriately.

EXAMPLES OF REACTIONS FOR WHICH REACTIV® OFFERS SUPPORT

- Feeling of helplessness
- Difficulty taking a step back and regaining control
- Loneliness
- Uncontrollable anxiety
- Aggressiveness and anger
- Feeling responsible for what happened
- Not feeling like yourself anymore
- Fear that can sometimes transform into panic
- Inability to overcome the shock
- Difficulties of a loved one caused by the event



Confidential psychological assistance program following an accident or loss

Professional assistance for insureds experiencing difficulties after an accident or loss

- Counselling to help you overcome your emotional distress
- Support to face the impacts at work and in your personal life
- Prompt access to professional resources



SOLAREH
Expert in human capital

Solareh is the company that provides the psychological assistance services offered under the Reactiv® program. This company manages a national network of professional counsellors. www.solareh.com

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ASSISTANCE SERVICES FOR INSURED WHO HAVE SUFFERED AN ACCIDENT OR LOSS

Reactiv® is a confidential psychological assistance program offered through certain general insurance contracts. This program exists to support insureds and their loved ones. Reactiv® is designed to help you overcome the ordeal you are facing and to give results in the short term.



PERSONALIZED PROFESSIONAL ASSISTANCE

When an accident or loss occurs, the individuals affected can be very emotional. These kinds of events can be very difficult. While financial compensation is essential in these cases, quite often it's not enough.

With this in mind, Reactiv® provides you prompt access to the professional support you need. The objective is to accompany you in a process whose goal is to help you swiftly regain your sense of balance and your smile.

NEED HELP NOW ?

1 866.539.6767

Have your insurance contract number handy when you call. _____

Your contract number

THE REACTIV® PROGRAM IS INCLUDED IN YOUR INSURANCE CONTRACT. THERE ARE NO OUT-OF-POCKET COSTS FOR USING THE SERVICES.



SITUATIONS IN WHICH THE INSURER MAY OFFER THE PROGRAM

- Property damage
- Car accident
- Fire
- Burglary
- Third party liability, etc.

CONFIDENTIALITY

Confidentiality is a key component of the Reactiv® program. Every counsellor in Solareh's network is a member of a professional association and, as such, must comply with Canadian and provincial legislation regarding the protection of personal information. The counsellors are also bound by the code of ethics of their profession. No information regarding the use of these services may be disclosed to anyone without the user's written authorization.

HOW IT WORKS

Reactiv® is designed for individuals who have been affected by an accident or loss. To use these services, you must be eligible under your insurance contract or be referred to the program by your insurer. Within 24 hours following the insurer's request or your call, Solareh opens a file and assigns a professional counsellor to the case. The counsellor then contacts you to set up an appointment. A first meeting takes place within seven days of the initial request.