



## A decision made at the start of his career became very important 33 years later

**When serious illness brought an end to Per Thrane Hansen's active career, he was grateful that he could get help and advice from WTW.**

Per Thrane Hansen has worked within catering at Copenhagen Airport for the most of his career and has had a lot of responsibility in a high pace environment. He worked as a controller and was in charge of logistics for domestic and international flights – a job with a lot of unpredictability, constant coordination, radio contact, phone calls, management and decisions with major financial consequences.

»I worked under a very high level of stress. 20 new tasks popped up on a typical working day, and only 3 or 4 of them could be handled easily. The rest would have to be prioritized and solved in the right order. When you're in it, you don't want to do without it. I got an adrenaline rush from driving in 6th gear all the time, but it was probably closer to the 10th gear,« says Per Thrane Hansen.

Per was sometimes plagued by dizziness and was after extensive medical examinations diagnosed with Alzheimer's disease in February 2020.

### A life turned upside down

The serious disease was not the only thing that turned Per's life upside down. Copenhagen Airport was hit hard by the corona lockdown that caused unprecedented losses. For Per, this meant that he was sent home in March 2020, putting a drastic end to the many tasks in his everyday life.

Home from work with a diagnosis of Alzheimer's disease and without any work assignments, he did not think that there was any immediate need to do anything about his illness nor about his work situation.

»I have no idea what would have happened if I hadn't followed the advice I got and contacted WTW. But I'm really glad I did. It was very professional,« says Per Thrane Hansen.

Per was advised by social worker Anne-Kathrine Vestergaard from WTW. She assists ill and injured employees in need of help in a difficult situation.

»Anne-Kathrine could read me as a person just by listening to me. She could sense how I should be spoken to. And she did. She spoke in a plain Danish that I could understand. Unlike when you sit across from the bank or pension company. I did as she said, and then it became as she said it would. It was amazing,« Per said.



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**Per Thrane Hansen**

## No need to overcomplicate things

In WTW's claims department, the advisors have in-depth knowledge of the many stakeholders in a sick leave, treatment and insurance process – and the advisors have experience with the processes and the way the different stakeholders act in relation to each other. It is this knowledge that the companies and employees benefit from when they are in a difficult situation where they have to deal with illness and sick leave as well as questions of responsibility and private finance.

»It is our job to ensure that a process does not become unnecessarily complicated for either the employee or the company's HR department. We prepare Per and many others like him for their meetings with the job centres and provide the companies with all relevant information. We make sure that the client is familiar with the relevant legislation and the insurance conditions that affect the given situation. The better prepared the client is, the fewer worries they will have in an already stressful situation,« says Anne-Kathrine Vestergaard.

In addition to avoiding unnecessary worries, it is also the claims department's task to help the client through the process without wasting time and resources on unnecessary courses or internships.

In Per Thrane Hansen's case, this meant that he was able to take sick leave from work, provide the necessary information and activate his insurance at the right time. On the day he resigned, he was able to take early retirement and from day one he was paid sickness benefit and permanent loss of earning capacity, leaving him with the same level of income as before when he was working.

»I signed that insurance for loss of earning capacity 33 years ago. I was 23 at the time. It is amazing how big an importance a decision can have so many years later,« says Per.

Per believes that his stressful work life has partly triggered his illness. Alzheimer's disease cannot be treated, but Per is now taking medication to slow its progression.

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Since 2019, WTW's claims department has had 36 cases reopened and the original decision reversed – resulting in an extra DKK 32 million to clients.

HR and payroll administrators that have their company pension scheme through WTW can meet social worker Anne-Kathrine Vestergaard at the webinar [How to handle employees on sick leave](#)