

INTERNATIONAL EMPLOYEE ASSISTANCE PROGRAMME

Level 2



Work or personal concerns?



Balanced living relies on total wellbeing. It is important to recognise when situations create an unhealthy amount of stress, distraction, or worry. Before any work or life issues become a larger problem, or for support when you're facing difficulties, contact the service for free, confidential counselling and information.

Talking with someone can help.

WE ARE HERE TO SUPPORT YOU

Professionals are ready to assist you with any issue that matters to you and your family. Topics include, but are not limited to:

- › Improving family communication
- › Harmony between work and home life
- › Managing life changes
- › Handling stress
- › Surviving the loss of a loved one
- › Managing anxiety and depression
- › Substance use
- › Bullying and harassment
- › Managing workplace pressure
- › Couples' support
- › Parenting
- › Caring for an elder



LIVE ASSISTANCE IS ALWAYS AVAILABLE

As an employee, you and your family have access to free, confidential assistance with any work, personal, or family issue. Any time, any day, you can contact the service for live assistance including short-term professional counselling and telephonic support.



THE SERVICE IS CONFIDENTIAL

Employee support is provided by Cigna, an organisation staffed by professionals who are completely independent of your employer. Cigna is bound by professional standards regarding confidentiality, and does not disclose details of individuals who have contacted the service. Any information you share is at your discretion and will not be shared with your employer.



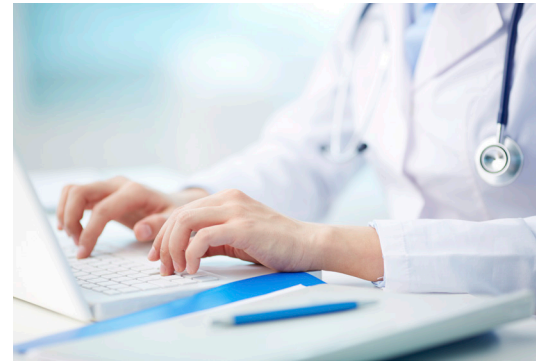
ACCESS IS EASY

No matter when, no matter where, you have free, confidential support by phone, email, or web. Call or log on to get started.



YOU'RE SUPPORTED WORLDWIDE

- › Available 24 hours a day, 7 days a week, 365 days a year
- › Access available worldwide by phone, email, or web
- › Access to 6 face to face sessions with a counsellor
- › Provides information and counselling on any work, personal, or family issues that matters to you
- › No cost to you to use the service
- › Support available in your language



REVERSE CHARGE CALLING:

+44 208 987 6230

Contact your international operator and request that the charges be reversed or dial us direct and we will call you back. (phone carrier charges may apply)

WEBSITE:

Go to our website and log in as a plan member at www.CignaEnvoy.com

E-MAIL:

support@resourcesforyourlife.com

Calls placed from mobile phones or Internet-based lines (VOIP) are carrier dependent and not guaranteed. Please log into the website for additional information.



GLOBAL FREEPHONE LIST

If you are calling from a location not listed, or if you are experiencing difficulty with a freephone number, you may place a reverse-charge call.

Access your local operator and request to place a reverse-charge call to

+44 208 987 6230.

Please note calls from a mobile phone will not be connected.

Alternatively, you may dial

+44 208 987 6230 direct and request for a call back. (Initial call charges may apply).

OR E-MAIL:

support@resourcesforyourlife.com



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IF YOU ARE CALLING FROM:

Argentina	0800 666 0749
Australia	1 800 023 289
Austria	0800 802 007
Bahamas	1800 389 0475
Bahrain	800 19 808
Belgium	0800 819 05
Bermuda	1 877 353 0635
Brazil	0800 892 3919
Canada	877 847 4525
Chile	1230 020 1254
China	400 920 3300
Colombia	01800 913 3823
Costa Rica	0800 044 0122
Czech Republic	800 488 404
Denmark	808 20 036
Egypt	0800 000 0083
Estonia	800 0100 432
Finland	0800 915 905
France	0800 914 821
Germany	0800 180 2587
Greece	00 800 1809 204 5550
Guam	1 877 301 4773
Hong Kong	800 906 115
Hungary	06 800 20766
Iceland	800 9698
India	000800 100 9445
Ireland	1800 490 390
Israel	1 809 494 155
Italy	800 783 713
Japan	0800 100 0074
Jordan	0800 229 88
Kazakhstan	8 800 333 2647
Korea, Republic of	00 308 13 1768

* reverse-charge call

DIAL THIS NUMBER:

IF YOU ARE CALLING FROM:

KSA	800 844 3261
Kuwait*	+44 12 8722 1871
Lebanon	01426801 and then dial 833 318 0670
Lithuania	8 800 30455
Luxembourg	800 8 0925
Malaysia	1 800 816 193
Mexico	800 099 0434
Netherlands	0800 450 0021
New Zealand	0800 452 908
Norway	800 10 233
Oman*	+44 12 8722 1871
Peru	0800 556 53
Philippines	1 800 1 116 0905
Poland	0 0 800 111 3815
Portugal	800 180 031
Puerto Rico	1 877 847 4515
Romania	0 800 895 946
Russian Federation	8 800 100 6293
Saudi Arabia	800 844 3261
Singapore	800 130 1950
Slovakia (Slovak Republic)	0 800 606 256
South Africa	0 800 991 666
Spain	900 838 439
Sweden	020 889 233
Switzerland	0800 557 747
Taiwan	00801 14 8766
Thailand	001 800 852 8403
United Arab Emirates	800 0357 04 696
United Kingdom	0800 243 458
USA	1 888 851 7032
Uruguay	000 405 4492
Virgin Islands (U.S.)	1 888 851 7032