

INTERNATIONAL EMPLOYEE ASSISTANCE PROGRAMME

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 issue becomes a larger problem, or for support when you're facing difficulties, contact the service for free, confidential counselling and information.

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, in-the-moment telephonic support.

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

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.



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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 issue that matters to you
- > No cost to you to use the service
- > Support available in your language

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.

Reverse charge calling:

+44 208 987 6550

Contact your international operator and request that the charges be reversed or dial us direct and we will call you back.

Website:

Available via www.Cignaenvoy.com

E-mail:

support@worldwideassist.co.uk

SMS texting:

+44 790 934 1229

Standard text messaging rates may apply. Please include your name, country location, and phone number where you can be reached.

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

Together, all the way.®



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Global Freephone List

| If you are calling from: | Dial this number: | If you are calling from: | Dial this number: |
|--------------------------|----------------------|----------------------------|--|
| Argentina | 0800 333 9093 | Lebanon* | 01-426-801 then 8774890263 |
| Australia | 1 800 618 848 | Lithuania | 8 800 30455 |
| Austria | 0800 802007 | Luxembourg | 800 8 1025 |
| Bahamas | 1 800 389 0475 | Malaysia | 1 800 816 551 |
| Bahrain | 800-19-909 | Mexico | 01 800 681 9539 |
| Belgium | 0800 262 43 | Netherlands | 0 800 022 1447 |
| Bermuda* | 1 877 353 0635 | New Zealand | 0800 002588 |
| Brazil | 0800 892 3919 | Norway | 800 10 233 |
| Canada | 877 847 4525 | Peru | 0800 773 48 |
| Chile | 800 395 011 | Philippines | 1 800 1 116 1009 |
| China | 400-120-3592 | Poland | 0 0 800 111 3815 |
| Colombia | 01800 913 3823 | Portugal | 800 180 031 |
| Costa Rica | 0800 044 0122 | Puerto Rico | 1 877 857 2952 |
| Czech Republic | 800 488 404 | Romania* | 0 800 895 946 |
| Denmark | 8082 0036 | Russian Federation | 8 800 100 6293 |
| Egypt | 0800 000 0711 | Saudi Arabia* | 800 844 3261 |
| Estonia | 800 0100 432 | Singapore | 1800 6922 775 |
| Finland | 0800 915 905 | Slovakia (Slovak Republic) | 0 800 606 256 |
| France | 0805 080046 | South Africa | 0 800 991 666 |
| Germany | 0800 180 2587 | Spain | 900 838608 |
| Greece | 00 800 1809 204 5550 | Sweden | 020 889 233 |
| Guam | 1 877 857 2952 | Switzerland | 0800 557 747 |
| Hong Kong | 800 906 504 | Taiwan | 00801 14 7148 |
| Hungary | 06 800 20766 | Thailand | 001 800 852 8403 |
| Iceland | 800 9698 | United Arab Emirates* | 800 044 0597 |
| India* | 000800 100 7898 | United Kingdom | 0800 243 458 |
| Ireland | 1800 490 390 | USA | 1 888 851 7032 1 877 857 2952 (Minor Outlying Islands) |
| Israel | 1 809 494155 | Uruguay | 000 416 203 7758 |
| Italy | 800 783 713 | Virgin Islands (U.S.) | 1-877-857-2952 |
| Japan | 0800 222 0562 | | |
| Jordan* | 0800-229-88 | | |
| Korea, Republic of | 00 308 13 2099 | | |

If you are calling from a location not listed above, 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**.

E-mail: support@worldwideassist.co.uk

SMS texting: **+44 790 934 1229**

Standard text messaging rates may apply. Please include your name, country location, and phone number where you can be reached.

*Note that calls from a mobile phone will not be connected. Use the text or email options above and we will call you back.

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