

## Resources for Living

Resources for Living is available to all Mountaineers confidentially and **at no cost for you** and all members of your household, including children living away from home up to age 26.

Services are available 24 hours a day, 7 days a week.

## Emotional wellbeing support



You can access up to 5 free counseling sessions per issue each year. You can also call 24 hours a day for in-the-moment emotional wellbeing support. Services are free to you and are available from any location, in any language.

Counseling sessions available in person, via phone, as virtual visits, or chat therapy (text messaging sessions) where available. Support is available for a wide range of issues such as:

- Resilience
- Anxiety
- Relationship support
- Stress management
- Grief and loss
- Depression
- Substance misuse and more

We can also help you find the best option for continued care.

## Legal and financial services



If you are faced with legal or financial challenges, Resources for Living can refer you to a local expert for help. Common requests include:

- Consumer rights
- Matrimonial law
- Housing and rental agreements
- Civil litigation
- Wills and probate
- Credit, debt and budgeting
- Taxation
- Mortgages and insurance
- Retirement
- Preventing or recovering from identity theft

Referrals will take into account both government and private resources available in your location.

## Daily life assistance



Competing day-to-day needs can make it tough to know where to start. Resources for Living can help you find resources for:

- Child care
- Care for older adults
- Caregiver support
- Pet care
- Relocation support
- Support and interest groups
- Community resources/basic needs

Scan the QR code to access the contact information for your location.



## Online resources



Your member website offers a full range of tools and resources to help with emotional wellbeing, work/life balance and more. Visit [go.rfl.com/IRM](https://go.rfl.com/IRM) to explore:

- Articles and self-assessments
- Resources for global current events
- Video resources
- Live chat with Resources for Living
- Live and recorded webinars

## Additional services



Digital self-paced support — You have access to digital cognitive behavioral therapy tools, mindfulness resources, and online tools to help manage depression, anxiety, stress, substance misuse and more.

Proactive placement — Don't wait weeks for an appointment. Resources for Living can help you find a local provider and schedule the earliest available appointment within 3-5 business days for routine visits and 1-2 business days for urgent visits.

## Sense of Belonging



At Iron Mountain, every Mountaineer should feel a sense of belonging wherever you are in life's journey. That's why Resources for Living offers:

**Accessibility features:** Access services online, by mobile device, phone or face-to-face.

**Clinician diversity:** Our network includes counselors from diverse communities to support members from all backgrounds.



# Resources for Living Contact Directory

For Mountaineers and their household members\*



Location	In-Country Toll-Free Access	Universal Reverse Charge Access	ICY Code
Argentina	0800 666 3495	+54 11 5219 8862	259955
Australia	1 800 730 931	+61 2 8046 6416	259954
Austria	0 800 29 1381	+43 720 902 399	259953
Bahrain	800 8 0452	+1 9846649724	259952
Belgium	0800 819 05	+32 2 700 6351	259951
Brazil	0 800 591 8055	+55 11350 07922	259950
Bulgaria	0800 46024	+359 2 490 1164	259949
Canada	877 847 4525	+1 416 956 2979	259948
Chile	800 914 352	+56 442 05 6602	259947
China	400 920 3300	+86 21 6577 3898	259946
Colombia	0 1800 518 5158	+57 606 311 1547	259945
Croatia	0800 777 921	+1 9842982732	259944
Cyprus		+357 2303 0219	259943
Czech Republic	800 701 384	+420 239 018 289	259942
Denmark	806 09 317	+45 4331 0402	259941
Egypt	0800 006 0492	+1 9198663065	259940
Estonia	800 0100 432	+1 9849206847	259939
Finland	0800 944 83	+358 9 7252 2965	259938
France	0800 914 821	+33 142918533	259937
Germany	0800 723 7177	+49 892 019 4054	259936
Greece	800 848 1689	+30 21 1198 2709	259935
Hong Kong	800 969232	+852 3002 4445	259934
Hungary	06 80 088 166	+36 1 999 6726	259933
India	000 800 050 3110	+91 80 6608 0031	259932
Indonesia	001 803 015 205 5586	+62 2150918368	259931
Ireland	1800 490 390	+353 1261 2700	259930
Jordan	0800 2 3812	+962 642 9 6409	259929
Kuwait		+965 22063896	259928
Latvia	8000 2719	+1 9849206846	259927
Lithuania	8 800 30455	+1 9842982738	259926

Location	In-Country Toll-Free Access	Universal Reverse Charge Access	ICY Code
Malaysia	1 800 813 770	+ 603 7724 0442	259925
Mexico	800 681 1529	+52 55 8526 4935	259924
Morocco		+212 530 20 3015	259923
Netherlands	0 800 022 2285	+31 20 703 8360	259922
New Zealand	080 045 2908	+64 48303479	259921
Norway	800 17 022	+47 2405 5493	259920
Oman	800 75554	+1 9842226912	259919
Peru	0800 770 28	+51 170 7 1595	259918
Philippines	1800 1888 0713 & 1800 8918 0105	+63 2 8 395 3455	259917
Poland	0 0 800 141 0101	+48 22 292 2700	259916
Romania	0 800 360 218	+40 31 630 0237	259915
Saudi Arabia	800 850 0235	+1 9842226455	259914
Serbia	0800 191 017	+1 9193410256	259913
Singapore	800 852 8674	+65 31583353	259912
Slovakia	0800 04 2406	+421 2 6862 2480	259911
South Africa	0800 991 252	+27 875 502 320	259910
South Korea	080 880 0489	+82 70 4732 0469	259909
Spain	900 838 416	+34 918 368 897	259908
Sweden	020 980 730	+46 7 7575 7455	259907
Switzerland	0800 802 481	+41 44 511 2462	259906
Taiwan	0080 149 1519	+886 2 7703 2446	259905
Thailand	1800 01 8145	+66 2 105 6145	259904
Turkey (Turkiye)	0800 621 2205	+90 850 390 2141	259903
Ukraine	0 800 501027	+380 89 324 0489	259902
United Arab Emirates	800 0357 04 696	+971 600575178	259901
United Kingdom	0800 243 458	+44 20 8987 6230	259900
United States	1 833 657 2101		
Vietnam	1800 40 0028	+84 284 458 2345	259899

\*You, your household members and children living away from home up to age 26 can call us for support and resources.



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