

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 6230

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@resourcesforyourlife.com

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.

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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 666 0749	Lebanon*	01 426 801 then 877 489 0263
Australia	1 800 023 289	Lithuania	8 800 30455
Austria	0800 802 007	Luxembourg	800 8 0925
Bahamas	11800 389 0475	Malaysia	1 800 816 193
Bahrain	800-19-909	Mexico	01 800 099 0434
Belgium	0800 819 05	Netherlands	0800 450 0021
Bermuda*	1 877 353 0635	New Zealand	0800 452 908
Brazil	0800 892 3919	Norway	800 10 233
Canada	877 847 4525	Oman	+44 12 8722 1871 (Reverse Charge Number)
Chile	1230 020 1254	Peru	0800 556 53
China	400 920 3300	Philippines	1 800 1 116 0905
Colombia	01800 913 3823	Poland	0 0 800 111 3815
Costa Rica	0800 044 0122	Portugal	800 180 031
Czech Republic	800 488 404	Puerto Rico	1 877 847 4515
Denmark	808 20 036	Romania*	0 800 895 946
Egypt	0800 000 0711	Russian Federation	8 800 100 6293
Estonia	800 0100 432	Saudi Arabia*	800 844 3261
Finland	0800 915 905	Singapore	800 130 1950
France	0800 914 821	Slovakia (Slovak Republic)	0 800 606 256
Germany	0800 180 2587	South Africa	0 800 991 666
Greece	00 800 1809 204 5550	Spain	900 838 439
Guam	1 877 301 4773	Sweden	020 889 233
Hong Kong	800 906 115	Switzerland	0800 557 747
Hungary	06 800 20766	Taiwan	00801 14 8766
Iceland	800 9698	Thailand	001 800 852 8403
India*	000800 100 9445	United Arab Emirates*	800 0357 04 696
Ireland	1800 490 390	United Kingdom	0800 243 458
Israel	1 809 494 155	USA	1 888 851 7032
Italy	800 783 713	Uruguay	000 405 4492
Japan	0800 100 0074	Virgin Islands (U.S.)	1 888 851 7032 (Reverse Charge Number)
Jordan*	0800 229 88		
Kazakhstan	8 800 333 2647		
Korea, Republic of	00 308 13 1768		
KSA*	800 844 3261		
Kuwait	+44 12 8722 1871 (Reverse Charge Number)		

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@resourcesforyourlife.com

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.

Together, all the way.®



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