

EMPLOYEE SUPPORT

Balanced living relies on total well-being. 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 to help you regain focus.

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.

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 5 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

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.

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

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.

