

INTERNATIONAL EMPLOYEE ASSISTANCE PROGRAMME

Level 2



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 issues become 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 and 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.



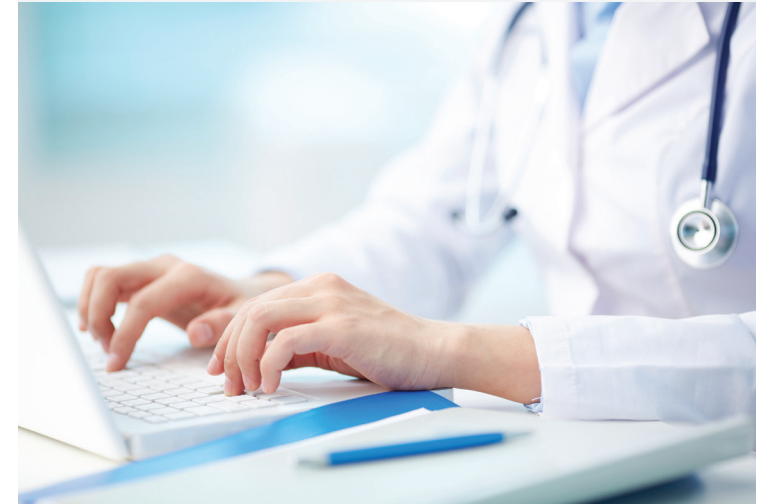
ACCESS IS EASY

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 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.



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**.

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.

IF YOU ARE CALLING FROM:

DIAL THIS NUMBER:

Argentina	0800 333 9093
Australia	1 800 618 848
Austria	0800 802007
Bahamas	1 800 389 0475
Bahrain	800-19-909
Belgium	0800 262 43
Bermuda*	1 877 353 0635
Brazil	0800 892 3919
Canada	877 847 4525
Chile	800 395 011
China	400-120-3592
Colombia	01800 913 3823
Costa Rica	0800 044 0122
Czech Republic	800 488 404
Denmark	8082 0036
Egypt	0800 000 0711
Estonia	800 0100 432
Finland	0800 915 905
France	0805 080046
Germany	0800 180 2587
Greece	00 800 1809 204 5550
Guam	1 877 857 2952
Hong Kong	800 906 504
Hungary	06 800 20766
Iceland	800 9698
India*	000800 100 7898
Ireland	1800 490 390
Israel	1 809 494155
Italy	800 783 713
Japan	0800 222 0562
Jordan	*0800-229-88
Korea, Republic of	00 308 13 2099

IF YOU ARE CALLING FROM:

DIAL THIS NUMBER:

Lebanon*	01-426-801 then 8774890263
Lithuania	8 800 30455
Luxembourg	800 8 1025
Malaysia	1 800 816 551
Mexico	01 800 681 9539
Netherlands	0 800 022 1447
New Zealand	0800 002588
Norway	800 10 233
Peru	0800 773 48
Philippines	1 800 1 116 1009
Poland	0 0 800 111 3815
Portugal	800 180 031
Puerto Rico	1 877 857 2952
Romania*	0 800 895 946
Russian Federation	8 800 100 6293
Saudi Arabia*	800 844 3261
Singapore	1800 6922 775
Slovakia (Slovak Republic)	0 800 606 256
South Africa	0 800 991 666
Spain	900 838 608
Sweden	020 889 233
Switzerland	0800 557 747
Taiwan	00801 14 7148
Thailand	001 800 852 8403
United Arab Emirates*	800 044 0597
United Kingdom	0800 243 458
USA	1 888 851 7032
	1 877 857 2952
	(Minor Outlying Islands)
Uruguay	000 416 203 7758
Virgin Islands (U.S.)	1-877-857-2952



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