

# 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](http://www.Cignaenvoy.com)

### E-MAIL:

[support@worldwideassist.co.uk](mailto: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.



# Cigna International Assistance Programme

## Global Toll-Free Phone List



### If you are calling from:

### Dial this toll-free number:

Side 1 of 2

ARGENTINA	00 800 8000 3030
AUSTRALIA	0011 800 8000 3030
AUSTRIA	00 800 8000 3030
BAHAMAS	1 800 389 0475
BAHRAIN	800-19-909
BELGIUM	00 800 8000 3030
BERMUDA	1 877 353 0635
BRAZIL	0021 800 8000 3030
CANADA	877 847 4525
CHINA	00 800 8000 3030
COLOMBIA	009 800 8000 3030
COSTA RICA	0800 044 0122
CZECH REPUBLIC	00 800 8000 3030
DENMARK	00 800 8000 3030
ESTONIA	00 800 8000 3030
FINLAND	999 800 8000 3030 990 800 8000 3030
FRANCE	00 800 8000 3030
GERMANY	00 800 8000 3030
GREECE	00 800 8000 3030
GUAM	1 877 857 2952
HONG KONG	001 800 8000 3030
HUNGARY	00 800 8000 3030
INDIA	000800 100 7898
IRELAND	1800 490 390
ISRAEL	0014 800 8000 3030
ITALY	00 800 8000 3030
JAPAN	001-010 800 8000 3030 (KDDi) 0033-010 800 8000 3030 (NTT) 0041-010 800 8000 3030 (TEL) 0061-010 800 8000 3030 (Softbnk)
KOREA, REPUBLIC OF	001 800 8000 3030 (Korea-Tele) 002 800 8000 3030 (Dacom)

If you are calling from a location not listed above, or if you are experiencing difficulty with a toll-free number, you may place a reverse-charge call. Access your local operator and request to place a reverse-charge call to + 44 208 987 6550.

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## Global Toll-Free Phone List



If you are calling from:	Dial this toll-free number:	Side 2 of 2
LITHUANIA	00 800 8000 3030	
LUXEMBOURG	00 800 8000 3030	
MALAYSIA	00 800 8000 3030	
MEXICO	01 800 681 9539	
NETHERLANDS	00 800 8000 3030	
NEW ZEALAND	00 800 8000 3030	
NORWAY	00 800 8000 3030	
PANAMA	00 800 8000 3030	
PERU	00 800 8000 3030	
PHILIPPINES	00 800 8000 3030	
POLAND	00 800 8000 3030	
PORTUGAL	00 800 8000 3030	
PUERTO RICO	1 877 857 2952	
ROMANIA	0 800 895 946	
RUSSIAN FEDERATION	00 800 8000 3030	
SAUDI ARABIA	800 844 3261	
SINGAPORE	001 800 8000 3030	
SLOVAKIA (Slovak Republic)	00 800 8000 3030	
SOUTH AFRICA	00 800 8000 3030	
SPAIN	00 800 8000 3030	
SWEDEN	00 800 8000 3030	
SWITZERLAND	00 800 8000 3030	
TAIWAN	00 800 8000 3030	
THAILAND	001 800 8000 3030	
UNITED ARAB EMIRATES	800 044 0597	
UNITED KINGDOM	0800 243 458	
UNITED STATES	1 888 851 7032	
	1 877 857 2952 (Minor Outlying Islands)	
URUGUAY	00 800 8000 3030	
VIRGIN ISLANDS (U.S.)	1-877-857-2952	

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