

International Employee Assistance Programme



Cigna Healthcare

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 confidential counselling and information.

Live assistance is always available.

As an employee, you and your family have access to 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 HealthcareSM, an organisation staffed by professionals who are completely independent of your employer. Cigna Healthcare 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.

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.

Direct Dial:

+44 208 987 6230

Contact your international operator and request that the charges be reversed, or dial us direct and we'll call you back.

Global Freephone:

For a global freephone number, access the phone list on the website.

Website:

www.cignaenvoy.com

Email:

support@resourcesforyourlife.com

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Argentina	0800 666 3495	Lebanon	01-426-801 then 833 318 0670
Australia	1 800 731 652	Lithuania	8 800 30455
Austria	0 800 29 1381	Luxembourg	800 8 0925
Bahamas	1800 389 0475	Malaysia	1 800 816 551
Bahrain	800 80 452	Mexico	800 681 1529
Belgium	0800 819 05	Netherlands	0800 022 2285
Bermuda	1855 261 0433	New Zealand	0800 452 908
Brazil	0800 591 8055	Norway	800 10 233
Canada	855 371 5515	Oman	800 75 554
Chile	800 914 352	Peru	0800 770 28
China	400 120 3080	Philippines	1800 1118 0020 & 1800 8493 7930
Colombia	01800 518 5158	Poland	0 0 800 111 3815
Costa Rica	0800 032 0001	Portugal	800 180 778
Czech Republic	800 488 404	Puerto Rico	1 877 847 4515
Denmark	808 20 036	Romania	0 800 895 946
Dominican Republic	1 849 200 1240	Russian Federation	8 800 100 9480
Egypt	0800 000 0083	Saudi Arabia	800 850 0235
Estonia	800 010 0432	Singapore	800 852 3920
Finland	0800 915 905	Slovakia (Slovak Republic)	800 04 2410
France	0805 080 762	South Africa	0 800 991 254
Germany	0800 723 7177	South Korea	0 808 775 420
Greece	800 848 1696	Spain	900 838 439
Guam	1 877 301 4773	Sweden	020 889 233
Hong Kong	800 906 140	Switzerland	0800 557 747
Hungary	068 008 0341	Taiwan	00809 09 0974
Iceland	800 9698	Thailand	001 800 852 8403
India	000800 050 3110	Ukraine	0800 501 027
Indonesia	001 803 015 205 5586	United Arab Emirates	800 0357 04 696
Ireland	1 800 490 390	United Kingdom	800 988 3764
Israel	1 809 494155	USA	1 877 857 2952
Italy	800 783 713	Uruguay	000 416 2045 729
Japan	0800 100 0074	Venezuela	0800 600 2345
Jordan	0800-238-12	Virgin Islands (U.S.)	1 888 389 3479
Kazakhstan	8 800 333 2647		
Kuwait	+965-22063896		

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